

# SHYAMLAL K M

Al Barsha

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"Results-driven professional with 10+ years of experience in logistics, security, and customer service. Expertise

in optimizing supply chain operations, minimizing losses, and delivering top-notch customer experiences. Proven track record of successfully managing inbound and outbound operations, implementing effective security protocols, negotiating with vendors and stakeholders, and building strong relationships with customers and teams. A strategic thinker with excellent communication skills, seeking a challenging role that

leverages my skills and experience to drive business growth and operational excellence."

Willing to relocate: Anywhere

## Work Experience

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### **Security Guard**

Transguard Group LLC

February 2021 to June 2023

Dubai Duty Free

- Access control.
- Provide Customer assistance and directions.
- Patrol the assigned areas to ensure the protection of people, property, and premises.
- Preventing theft, smuggling and other criminal activities.
- Implementing Loss prevention tactics.
- Maintain accurate records and follow security protocols.
- Enforce Dubai Duty -Free rules and regulations.
- Participate in training and drills to enhance security skills.
- Respond to incidents and emergencies.
- Highlight your accomplishments, using numbers if possible.
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### **Operations Executive**

Greenwich Meridian Logistics India Pvt. Ltd-Kochi, Kerala

March 2014 to February 2020

India

- Managing inbound and outbound operations.
- Planning and organizing the container stuffing on the basis of vessel schedule.
- Monitoring both import export shipment for clearance.
- Categorizing cargo on the basis of type and destination.
- Responsible for on-time delivery to our various distribution channels.
- Preparing stuffing reports and Daily cargo arrival reports.
- Issuing gate passes for inward and outward goods to ensure accurate tracking and secure movement.

- Effective negotiation with various vehicle leasing companies & courier companies.
- Ensuring timely release of exports after confirmation of payment by finance team.
- Seeking monthly defective stock writ-off approval and arranging timely removal.

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## EXPERIENCES

### **Sales Associate Cum Cashier**

Reliance Retail Limited-Kochi, Kerala

November 2011 to February 2014

India

- Greet and direct customers.
- Conduct price and feature comparisons to facilitate purchasing.
- Ensure racks are fully stocked.
- Manage returns of merchandise.
- Provide customer feedback to the Store Manager.
- Cash handling.
- Collect payment.
- Promote the weekly promotional items.
- Cross-sell products and introduce new ones.
- Resolve customer complaints, guide them and provide relevant information.
- Bag box or gift-wrap packages.
- Handle merchandise returns and exchanges.

## Education

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### **Bachelor of Commerce in Commerce**

M G University

## Skills

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- Supply chain management.
- Experience with logistics management software.
- Safety and security protocol implementation.
- Risk assessment and loss prevention.
- Proficient in Microsoft Office and Google Suite.
- Familiarity with security management systems.
- Handling cash, credit card transactions.
- Exceptional customer service skills.
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## Links

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<https://www.linkedin.com/in/shyamlalkm86>