

Resume.ae

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Location: Dubai, UAE

Customer Service and Senior Supply Chain Manager

18+ years of Professional Experience

Proactive, high energy professional with a proven ability to build trust and develop effective relations. Strong ability to lead others and work towards enhanced customer satisfaction and surpassing expectations.

Expert in optimizing organizational processes, measurement systems, and infrastructure to maximize business results in manufacturing and service operations worldwide.

Solid track record of progressive accomplishments and leading operations, logistics and project management initiative for diversified international businesses. Respected leader, equipped with powerful communication, coordination and analysis skills.

Areas of Expertise

- *Logistics & Shipping*
- *Client Service*
- *Sales and Marketing*
- *Budgeting*
- *International Branding*
- *Operational Activities*
- *Performance Assessment*
- *Project Development*
- *Team Building*
- *Profit & Loss Evaluation*

Occupational Contour

Senior Customer Service Manager-Supply Chain
Scion International L.L.C.

May 2007 - Till Date
Sharjah, UAE

Core Responsibilities

- Recruited as an expert for successfully developing, managing and delivering large-scale international transportation, logistics and supply chain solutions for a company primarily involved in manufacturing and distributing personal care products.
- Restructured ongoing operational process analysis, mitigated “scope creep,” communicated project status, and identified and resolved operational issues and constraints.
- Reported directly to the Director and implemented regional customer relations strategies.
- Conceptualized, formulated, and established business process improvement through the acquisition of global transportation networks.
- Identified and captured opportunities for new business development.
- Geared to build new market presence while expanding existing transportation and distribution, subsequently increasing client base and improving corporate brand recognition.
- Formulated, developed and instituted long-range cost reduction and building plans, improving African, Middle Eastern and European Region distribution.
- Utilized technology aids to solve logistics and bring about improvement. Directed and consolidated corporate communications and business initiatives.

Selected Accomplishments:

- Handpicked to manage key brand accounts, including Yardley, Coty - U.S, Supermax, Godrej, Royal Mirage and Parfume De Ceour
- Increased sales by 40% for the key brand accounts within 1 year: 2014-2015
- Achieved 25% reduction in freight costs for both inbound and outbound cargo during 2013-2015
- Showcased continual record of rapid account expansion using multi-layered expertise in sales force mentoring, operational efficiencies and profitable vendor relations

- Excelled in managing project resources, its progress, completion timeframes and budget while exceeding key operational performance targets

Seafreight Commercial and Logistics Manager
Hellmann Worldwide Logistics L.L.C.

2005 - 2007
Dubai, UAE

Core Responsibilities

- Reported directly to the Director of Sales.
- Primarily responsible for utilizing knowledge of productivity standards, costing models, shipping management and logistics overview to assist the company in managing its core logistics needs.
- Hired for coordinating daily shipping and airfreight activities for the Middle East and maintaining good relations with partners, customers and shippers.
- Designed and implemented logistics for new air facility and planned operations demonstrating cross-functional team leadership participative management.

Selected Accomplishments:

- Played an instrumental role in increasing the market share by 35% in 2005-2006 through European and American import trade lane
- Effectively initiated quality management system within the organization in 2006
- Helped enhance profit by 40% in 2005-2006 for Kempinski and Parker company projects
- Introduced value chain concept and enhanced Sea freight profitability by 90% in 2006
- Spearheaded team operations for Kraft foods, Supreme foods (U.S military cargo), ABB, Dorma Gulf Middle East. 3M Middle East, Shell products giving way to winning the Audi Volkswagen tender bid for logistics and warehousing

Trade Management Analyst
Goodrich Maritime L.L.C.

2003 - 2005
Dubai, UAE

Core Responsibilities

- Tasked with analysing market trends, trade performance, and trade cycles and reported directly to the General Manager of the customer service team.
- Responsible for drawing budgets and providing customized solutions geared towards maximizing profit and meeting customer supply schedules.

Selected Accomplishments:

- Provided successful operational solutions to reduce costs, lead time and increased efficiencies on inbound operations
- Helped resolve critical control and operational weaknesses in collaboration with middle office management
- Restructured processes and developed new trade lanes focusing on upper gulf ports thereby increasing profits by 50%
- Effectively selected trade partners for enhancing the market share by 30%

Past Experience

Vasco Global Maritime - Dubai, U.A.E

June 2000 – July 2003

Forbes Gokak Ltd - Chennai, India

1996 – 2000

Education & IT Skills

MBA (International Strategy Management)

University of Strathclyde , Glasgow (UK)

Post Graduate Diploma (Systems Management)

N.I.I.T. Chennai, India

Bachelor of Science (Physics)

University of Chennai, India

MS Office Package - (MS Word, MS Excel, MS PowerPoint)

Personal Vitae

Gender: Female | **Nationality:** Indian | **Marital Status:** Married | **Languages:** English
References: Furnished upon request

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