

Leo Abraham
Dubai, UAE
Mob:0526731339
Email: leoe1988@gmail.com



Professional strength.

- Ten years of Experience in Customer service, marketing & Operations with reputed organizations.
- Research, planning, reporting & documentation for customs clearance

Educational qualifications

- Bachelor's degree in Tourism Studies- St. Thomas College Under Mahatma Gandhi university, 2006-2009

Experience:

LOGISTICS COORDINATOR TranzGlobuz Exports and Imports, Kerala India Oct 2016-Till Jan 2022

- Complete formalities of Customs Entry and Exist
- Monitoring day to day operations to ensure smooth, reliable, and efficient final delivery shipments.
- Ensuring timely Collections & Clearances,
- Delivery & Invoicing per job within the stipulated KPI requirements.
- Providing value-added services, thereby retaining customers, and enhancing revenues.
- Monitoring client satisfaction, analyzing customer feedback to ensure customer services is maintained to the highest possible standards.

LOGISTICS COORDINATOR Saga Orient shipping and logistics LLC, Dubai UAE. Nov 2014– Sept 2016

- Provide information to importers about customs tariffs, including rates of duty and the methods of goods clearance
- Receive, prepare and process import documents
- Arranging bill of lading from shipping line
- Document preparation for export & import sea freight and air consignments. (LCL& FCL)
- Documentation & submission through E-MIRSAL I, II and e-clearance bill of entries
- Preparation of exit/entry certificates (Dubai customs)

OPERATIONS COORDINATOR, Agility logistics, Dubai, UAE From August 2013 to April 2014.

- Control the co-ordination Cycle from Client – Shipping Line Carrier-Transportation
- Knows full process of Import
- Preparation of Bill of Lading (HOUSE B/L/ B/L's) Export Documentation
- E Clearance of passing the document –Sea import, exports.
- Negotiates the rates from Carrier (Shipping line) and quotes to the Clients
- Complete formalities of Customs Entry and Exist for Client in Jebel Ali Zone – Hamriyah Free Zone in getting them refunds as they are not entitled to pay Duty.
- Monitoring day to day operations to ensure smooth, reliable, and efficient final delivery of FCL / LCL/ Consolidated shipments.
- Ensuring timely D/O Collections, Clearances,
- Delivery & Invoicing per job within the stipulated KPI requirements.

MARKETING EXECUTIVE. AR Shipping LLC, Dubai, UAE. From February 2013 to till August 2013-

- Coordinated all documentation for overseas shipments, including legalization of documents and compliance with requirements of Letters of Credit
- Reviewed all orders of major customer, track shipment of orders and timely delivery, coordinate shipments from warehouse to customer, manage documentation
- Entered sales contracts, process demurrage claims, commissions, and issue of debits and credits, follow up on collections.
- Handled queries from customers, subsidiaries and overseas offices regarding order documents and shipments
- Trained new logistics staff, prepared, and presented weekly logistical reports to management team

CUSTOMER SERVICE AGENT. Freightworks Dubai, UAE Apr 2010 - Jan 2013

- Handling FCL / LCL shipments
- Key client co-ordination: handling key client mmi [maritime & mercantile international] all shipments for sea import/export, air import & export
- Documentation: follow up for the commercial documents with MMI & origin offices for clearance. Also, to keep a track on shipments having demurrage or deposit.
- Clearance & delivery: preparing the clearance documents. Follow up for timely clearance and delivery of the cargo.
- Daily reports: to send daily clearance report to JfHillebrand Middle East LLC [specializes in
- Alcoholic and nonalcoholic beverages]
- Handling sea export and import shipments for MMI

LOGISTICS EXECUTIVE Expo Freight, Kerala, India. From JANUARY 2010 to March 2010

- Job folder maintenance and reports: maintaining job folders with agreed guidelines and submit weekly, monthly and interim reports as per requirements
- Documentation and data quality: ensure error free documentation, data quality and communication across all assigned activities. Respond to all internal & external mails within same day of request.

Personal profile

Driving license (UAE)	: Light vehicle (valid till 2025)
Languages	: English, Hindi, Malayalam
Visa status	: Visit Visa