

KHIZAR PATEL

Contact

Address

Sharjah, SH

Phone

+971 562147544

E-mail

khizar017@gmail.com

Skills

Sales expertise

Warehousing functions

Stocking and replenishing

Key holder experience

Complaint resolution

International sales support

Multi-line phone talent

Shipping procedures
understanding

Key stakeholder relationship
building

Stock management

Languages

English

Hindi

Helpful Senior Customer Service officer possessing friendly demeanor and excellent problem-solving and communication skills. Bringing 8 years of experience increasing customer satisfaction levels and business performance by handling and analyzing complaints and designing customer service strategies. Dedicated to creating positive impression on customers to build and retain customer base.

Work History

2017-08 -

2019-03

senior customer service Officer

SHIPCO IT PVT.LTD

- Handling us export documentation.
- Working with USA documentation for FCL Shipments..
- Responsible for generation of HBL and MBL..
- Audit and Quality check for generated HBL & MBL..
- Submit Shipping Instructions through Intrtra, GT Nexus & Cargo Smart, EDI..
- JP24 & Mexico Filing..
- Co-ordinating with Customers & Handling offices for any query or clarifications. To send pre-alert at destination with Carrier B/L.
- To help USA LCL B/L, Asia/Europe LCL B/L, LCL Manifest team.

2010-07 -

2016-03

Senior Associate

A P MOLLER MAERSK GROUP

- Handling vessel planning for Mediterranean ports i.e.
- Port Said, Alexandria and Beirut.
- To co-ordinate with booking team to ensure booking confirmation and DO will be send to client within a specific deadline..
- To update all clients about important deadline to be adhered so as to load there containers on planned vessel..
- To ensure all Import planning tasks are closed prior to vessel arrival..
- To Handle DG, OOG and REEF cargo..
- To ensure all mandatory documents are as per the Letter of Credit and submitted by client within a deadline..

- To co-ordinate with capacity desk in case of over booking's of vessel and take necessary action..
- To prepare final load list and send to Terminal..
- Preparation of final loading report after vessel sailing so as to analyze downfall..
- Handling COD (Change of Destination) and DIT (Detention in Transit) requests from customers..
- To sort out client's queries regarding their shipments..
- To handle queries from clients related to waving of detentions..

Education

Associate of Science

Shivaji School Latur - Latur , Maharashtra India

Associate of Science

Rehmaniya College Latur - Maharashtra, India

Additional Information

Permanent Address:

At post. Dapka,Ta

Dist: Osmanabad

pin code :413606