



# Jimmy Francis

## PROFESSIONAL SUMMARY




Results-driven professional with 20+ years of experience in logistics operations, production management, organizational development and team building within diverse industries. Highly adept in planning, coordinating and executing successful production strategies. Track record of improving operational stability, efficiency and profitability. Strong collaborator with senior stakeholders, effectively prioritizing activities, translating business requirements into solutions and achieving defined objectives.

## WORK HISTORY

**OPERATIONS SUPERVISOR** 01/2012 - 03/2021  
**Hellmann Worldwide Logistics** - Dubai, UAE

- Established, developed and maintained business relationships with current customers and prospective customers to generate new business for the organization's products/services.
- Consistently met agreed service levels through careful management and development of Pull functions.
- Offered motivational leadership to ensure high-performing logistics teams, consistently hitting monthly targets.
- Developed and managed multiple stakeholders effectively overseeing external suppliers and haulers as part of an integrated network transport plan.
- Implemented processes to ensure goods were checked stored and dispatched correctly to minimize error.
- Created and implemented effective logistical strategy to increase variable rates and improve net profitability.
- Expertly managed team of 12 staff, leading by example to achieve the targets.
- Attends account planning meeting to understand customer's business, buying behavior, needs and decision criteria.
- Bears responsibility for customer ownership and acts as central point of contact and interface between customer & organization.
- Communicated transport plan effectively, efficiently and consistently to internal and external stakeholders, providing support and guidance for all queries and escalations.
- Improved operational effectiveness and efficiency through Team management.
- Maintained client records to ensure streamlined data processes for maximum efficiency and ease of use.
- Developed and sustained excellent working relationships with clients through prompt invoicing, swiftly resolving product issues and Reporting to maintain satisfaction.
- Performed full account management of 5 automotive clients in Logistics industry for 9+ years.
- Pursued learning opportunities to advance knowledge as senior team member.
- Develops clear and effective written proposals/quotations / presentation for current and prospective customers.

## CONTACT

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 971503652686  
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## SKILLS

- Customer relations
- Logistics expertise
- Inventory management
- Process improvement strategies
- Warehouse operations
- Freight and logistics expertise
- Relationship building
- Quality compliance procedures
- Resource allocation
- Key Performance Indicator (KPI) management
- Team supervision
- Staff training
- Conflict resolution
- Microsoft Office 360
- B2B
- B2C

## LANGUAGES

**Malayalam:** Native language

**Hindi:** C2  
Master or proficient

**English:** C1  
Advanced

- Supports negotiations of the commercial proposals and the terms of the contract at the closing stage of any tender.

#### **CREDIT CONTROLLER - COLLECTION OFFICER**

03/2010 - 09/2011

**Eurostar Express LLC** - Dubai, UAE

- Preparing and Managing Ageing Report for each customers.
- Reports preparation (Sales Report, MIS Report, Ageing etc), Analyzing & Submission to the management team.
- Creating Ageing wise Trend Analysis of due collection from Customers.
- Reporting Collection projection week wise to the management.
- Preparing & Sending SOA with Outstanding balances to the customer and follow up on the payments.
- Handling & Resolving disputes related to invoices.
- Set and directed clear policies for customers and employees.
- Managed activities of accounts receivable and credit control functions, ensuring timely collection of outstanding amounts and maintenance of outstanding debts within agreed time frame.
- Collected data and performed trend and variance analysis to mitigate risk arising from bad debt.
- Reduced Bad Debts risk by 25% over 1 year period.

#### **ADMINISTRATION MANAGER**

08/2008 - 02/2010

**Cruz Industries** - Thrissur, India

- Monitored department workload, coordinating activities effectively to minimize resource concerns.
- Effectively managed accounts, reconciliations and payroll, utilizing real-time information to drive continuous process improvement.
- Employed interpersonal communication when leading cross-divisional teams.
- Managed 50+ employees, supervising workers and enhancing productivity and efficiency.
- Sourced vendors for special project needs and negotiated contracts.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
- Increased team productivity by reorganizing office supplies and protocols.
- Developed standard operating procedures for all administrative employees.

#### **DISPATCHER CUSTOMER SUPPORT EXECUTIVE**

08/2006 - 08/2007

**Conmix Ltd** - Sharjah, UAE

- Customer Service - handling queries, taking orders.
- Assigning Job cards to Operations & confirming customers on the delivery schedule.
- Stock check of the raw materials, fleet management, assigning job tasks to operations & drivers.
- Arranging dispatch of Concrete loads as per the scheduled quantity on timely basis to the customer site.
- Communicated with Operations manager to accurately complete tasks in line with KPIs.
- Updated and monitored job progress to ensure timely delivery.
- Consistently met customer needs through impeccable service and adherence to brand values.
- Considerately dealt with customer issues, responding and resolving accordingly.

**OFFICER**

11/2004 - 03/2006

**HSBC Operations & Processing Enterprise (I) Pvt Ltd** - Mumbai, India

- Processing loan applications for (Home, Personal, Business, Educational & Consumer) customers from Pan India.
- Verifying the applicants details with the proofs (Identity, Address, Income etc).
- Identifying the repayment capacity by customer based on their income & liability documents provided.
- Computing Loan Eligibility & file submission to Bank Credit Risk team.
- Participation & Coordination of team meetings.
- Updating bank software with client details for application file tracking.
- Recommended loan approvals and denials based on customer loan application reviews, maintaining log record.

**Assistant - Loan Officer**

09/2002 - 11/2004

**IDBI Bank Ltd (Sysoft Technology Ltd)** - Mumbai, India

- Processing fresh loan applications (Home, Personal, Auto & Educational) from Pan India.
- Data Entry of client profile to the system with Security Register management for the customers.
- Updating Post disbursal details in the system.
- Customer query handling (Re-scheduling loan tenure, EMI, Loan sanction limits, Interest % change etc).
- Processing, verifying & checking eligibility of clients with submitted documents for loans and overdraft facility.
- Checking Direct Sales Agencies Bills against the processing fees collected.
- Support & Training for the team members.

**OCE Printer operator**

04/2002 - 08/2002

**CMS Computers Ltd** - Mumbai, India

- Processing printing data, firing print, collecting printed docs & sorting the same based on locations.
- Maintaining Time Keeping Register with Time records for each job.
- Maintaining Error Record Register & Count Register.
- Updating Usage & Wastage counter per job.
- Timely cleaning & maintenance of the printers.

**Accounts Officer and Office Assistant**

10/2001 - 03/2002

**Tarang Marine Consultant** - Mumbai, India

- Maintaining Company Accounts in Tally software.
- Searching and contacting new Shipping lines for their Human Resource requirements.
- Processing requests from clients & maintaining applicant details.
- Reporting & Records management as per management's requirement.
- Contributed to team success by completing jobs quickly and accurately.
- Sought out ways to go above and beyond job requirements.

**SALES EXECUTIVE**

08/2000 - 09/2001

**Ordain Health Care** - Thiruvananthapuram, India

- Selecting specialized Doctors for specialized Medicines.
- Detailing Medicine composition & usage etc. to selected doctors.
- Market survey on availability of our medicines & competitors business volume along with survey for new medicine launch.
- Stock check with Stockiest & Retailers for re-orders.

- Established and maintained client relationships through superb communication.
- Exceeded sales goals by 70% using consultative and value-driven approach.
- Handled daily customer meetings, sales calls and account management tasks.

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## EDUCATION

**Bachelor of Commerce Accountancy:** Accountancy, Business Management, 09/2001

**UNIVERSITY OF CALICUT** - Thrissur

**Advanced Diploma in Computerized Financial Accounting:** Computerized Financial Accounting, 1998

**IRS Computers** - Thrissur

**Diploma in Computer Applications:** Computer Applications, 1996

**IRS Computers** - Thrissur

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## ACCOMPLISHMENTS

- Best Employee of the Year from Hellmann Worldwide Logistics for 2 consecutive year
- Best Customer Centric Employee for the Year from Hellmann Worldwide Logistics
- Identified and Reported on Fraud case while pre-approving loan in HSBC Bank.
- Supervised team of 12 staff members.
- Used Microsoft Excel techniques for easy reporting.