

# KOMAL ALI

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Dubai - UAE

## EXPERIENCE

### INTERNATIONAL SUPPLY CHAIN EXECUTIVE

#### DHL GLOBAL FORWARDING

10/2017 - 10/2019

Responsible for managing accounts of International clients by following SOP's of all accounts and move orders by using ISC systems which includes ISC PLUS, GT NEXUS and GSC.

#### DUTIES:

- Managing different International accounts.
- Following SOP's of customers for moving Purchase orders by checking details in GT NEXUS of all orders.
- Facilitating the customers through ISC systems, which includes ISC PLUS, GSC and GT NEXUS.
- Keeping accurate records of orders of all customers and their vendors.
- Facilitating customers regarding purchase orders in the system "GT NEXUS" to make sure that they have booked the correct quantity in the system of that particular purchase order.
- Taking approval from customers to move purchase orders by raising exceptions in GT NEXUS.
- Updating the ISC system on time to meet the deadlines.
- Managing the KPI's by updating GT NEXUS after receiving confirmation that order has been shipped.
- Keeping the accurate records of invoicing through ISC PLUS.
- Contacting local vendors, carriers, destination, control towers and customers on a daily basis to keep the process smooth.

### INTERNEE

#### SIEMENS

06/2015 - 07/2015

Summer Intern

- Fulfill tasks set out by supervisors from several departments.
- Accepts designated, business-focus projects to research, propose ideas and solutions, and present final project during the internship.

### INTERNEE

#### STATE BANK OF PAKISTAN

06/2014 - 07/2014

Summer Intern

- Fulfill tasks set out by supervisors from several departments.
- Accepts designated, business-focus projects to research, propose ideas and solutions, and present final project during the internship.

## SUMMARY

Highly organized Supply Chain Specialist with over 2.5 years of experience in consistently providing excellent customer services and also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer. Hardworking and self-motivated person, having strong work ethic, willing to interact with people and learn from every available source, focusing on developing and improving professional skills. Possesses excellent interpersonal, communication and negotiation skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of, as well as managing, motivating and training, successful and productive team members, and thrives in highly pressurized and challenging working environments.

## PERSONAL DETAILS

- Date of Birth: 17/08/1994

- Languages: English, Urdu

## EDUCATION

Master's of Business  
Administration - MBA  
BAHRIA UNIVERSITY

07/2016 - 12/2017

CGPA  
3.6 / 4.0

Bachelor's of Business  
Administration - BBA  
BAHRIA UNIVERSITY

06/2012 - 06/2016

CGPA  
3.3 / 4.0

## CERTIFICATIONS, TRAINING'S & ACHIEVEMENTS

### + SPOTLIGHT PERFORMER

Awarded "SPOTLIGHT PERFORMER" by DHL Global Forwarding in recognition of continuously achieving and maintaining the highest standards of customer service excellence towards customers.

### + CIF Certified International Forwarder)

Successfully completed the On-Job Training of "CIF Certified International Forwarder)" within DHL Network.

### + COMMUNICATION SKILLS

Awarded for "Communication skills" by Bahria University in Inter University seminar.

### + BOOTSTART VISTA AND OFFICE – 2007

Completed the course of "Bootstart Vista and Office – 2007" (from Aptech Education).

### + BUSINESS VENTURE - IDEAPRENEURSHIP

Successfully completed an Entrepreneurship project, developing a "Business venture-Ideapreneurship".

### + PRESENTATION SKILLS MEGA PRESENTATION - 5 "INTRA UNIVERSITY"

Awarded for Presentation Skills Mega Presentation-5 "Intra University" (from Bahria University).

## CORE COMPETENCIES

Supply chain strategy

Logistic for sea & air freight

Transportation for sea freight

KPI metrics & monitoring

Vendor Management

Customer Focused

Order Processing

Use of data & data analytics

Relationship building

Problem Solving

Results focused

Effective decision making

Teamwork & Collaboration

## COMPUTER SKILLS

+ MS Office, GT Nexus (Infor Nexus)