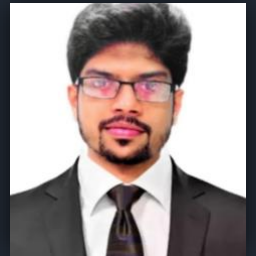


# MOHAMED JARJEES A

Dubai, United Arab Emirates,

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**Operations cum Documentation Executive** with 2 years of extensive experience in Courier & Logistics. Multi-tasking strengths, able to manage complex situations. Demonstrated ability to improve the flow of logistics operations and increase top line process.

## Highlights

- Reliable, self-starting, confident, tenacious and target driven.
- Critical thinking and problem solving.
- Ability to Multitask and Work Under Pressure.
- Adaptability & Fast Learner.
- Customer Service.
- Effective Time Management.
- Decision Making.
- Leadership.
- Microsoft Excel.

## Education

**MBA in International Marketing**, University of Wales, Bangor, United Kingdom - **Management Development Institute of Singapore** (2018 - 2019).

**B.A. (Hons) in Business & Marketing**, University of Sunderland, United Kingdom - **Management Development Institute of Singapore** (2017 - 2018).

**Diploma & Advanced Diploma in Business Management**, Pearson education Limited, United Kingdom - **Dimensions International College**, Singapore (2015 - 2017).

## Experience

Jul 2020 - Sep 2021

### **Operations cum Documentation Executive** **Charter Link Pte Ltd. Singapore**

- Day to day operations in a busy office environment to include dealing with customer/ customs clearance/ invoicing/ creditors invoices/ customers & other reports/ other administrative duties.
- Managed any and all logistics from supplier to customer.
- Developed and executed strategy for logistics and inventory management.
- Maintain on going documentation of logistics procedures related to daily function.
- Handled the logistics of picking up and delivering items.
- Scheduled and coordinated future shipments and deliveries.
- Liaise with overseas partners to ensure the department is proactive in providing a quality operational performance.
- Establish a good working relationship with the freight department and its customers.
- Communicated effectively with colleagues and superiors to achieve increases in sales.
- Research and understand the territory to identify and establish business contacts with potential customers.
- Work closely with service provides to gather shipment details resolve problems or streamline process.
- Communicate with customs brokers, provide and review tariff code information and instruction related to international shipments (inbound and outbound).

Jan 2020 - Jul 2020

**Customer Service Executive**  
**Charter Link Pte Ltd. Singapore**

- Worked to alleviate executive overload by handling all customer interactions for company including walk-ins, email, phone.
- Performing administrative tasks: copying, filing, faxing, scanning.
- Scheduled future shipments and deliveries.
- Accurately verify Documents & update the information into the database.
- Sorting out customers queries and resolving them.
- Communicate significant trends, rate changes and policies to assigned accounts.
- Maintain customer relationship by update them with high quality data and resolve customer's issues on-time.
- Pro-actively look for continuous improvement with the department to ultimately provide the customer with an efficient and professional service.

Feb 2016 - Jul 2017

**Sales Associate Cum Cashier**  
**Taj Mahal Supermarket, Singapore**

- Brought forth an energetic attitude and positive work-ethic.
- Greeted customers with a smile and encouraged feedback pertaining to their shopping experience.
- Answered all customer queries with friendliness and expertise.
- Receiving and arranging the Stocks.
- Worked to ensure a neat and attractive sales environment, and assisted in the setup of visual displays.
- Handled payments and filed all financial transactions and receipts.

**Languages**

- **English** (IELTS 6.0)

Very Good Command.

- **Hindi**

Working Knowledge

**Nationality** - Indian

**D.O.B** - 05 April 1995

Visit Visa Expiry:

17 Jan 2022

**Skills & Capabilities**

- Proven ability to provide exceptional customer service.
- Dealing with telephone queries (inbound and outbound).
- Dealing with incoming correspondence.
- General Administrative duties.
- Invoice management (inbound and outbound).
- Keeping all filing up to date.
- Liaising with warehouse staff and management on a daily basis.
- Dealing with Haulers, Airlines and shipping lines.
- Producing advice of deliveries, manifests and other relevant documentation.
- Ability to analyse and work problems and maintain positive relationships with internal and external customers.
- Proficiency in Microsoft office (Word, Excel and power point).