



# GULAM RAMEEZ MATHOLE

SENIOR CUSTOMER SERVICE EXECUTIVE

## CONTACT

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AL Mankhool, Dubai

## PERSONAL DATA

Date of Birth:

29th March 1988.

Gender: Male

Nationality: Indian

Marital Status: Married

Passport No. Y8156264

Passport Expiry.

17th August 2033

## LANGUAGES

- English (Fluent)
- Hindi
- Marathi

## OBJECTIVE

Offering the experience of Ocean Freight Forwarding (Export) Logistics & Supply Chain Management Solution. Possess extensive knowledge in providing excellent customer service to improve business performance and ensure customer satisfaction. Experience in preparing reports and managing complete backend activities. Experience in assisting and supporting day to day operations for the organization. Possess motivational management style with a record of being able to deliver positive results independently & under pressure.

## CAREER OBJECTIVE

I am looking ahead to work in a professional, growth-oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player, I can thrive in a high pressure environment, enjoy the challenges of meeting deadlines, and lead a team successfully.

## STRENGTH & SKILLS

Good analytical, interpersonal, communication & listening skills coupled with dedication and sincerity towards the assigned job.

## EDUCATION

Examination	School / College / University	Grade	Year of passing
PGDL&SCM	Mumbai University	B	April 2014
TY B.COM	Mumbai University	A	April 2011
H.S.C.	Maharashtra State Board	B	March 2008
S.S.C.	Maharashtra State Board	B	March 2006

## WORK EXPERIENCE

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### **C H ROBINSON WORLDWIDE FREIGHT (I) PVT LTD. [Mumbai, India]**

SENIOR CUSTOMER SERVICE EXECUTIVE DURATION SEPT 2021 TO AUG 2024

- Receive and inspect incoming shipments against purchase orders and shipping documents.
- Verify quantities, quality, and condition of material received.
- Prepare accurate Goods Receipt Notes (GRNs) to document the receipt of material.
- Responsible for overseeing the daily operations of the warehouse, including receiving, storing, and dispatching raw material / finished goods.
- Ensure proper handling, labeling, and storage of raw material / finished goods according to safety regulations and guidelines.
- Maintain accurate inventory records and perform regular stock checks.
- Coordinate with suppliers, transportation providers, and internal teams to manage incoming and outgoing shipments Assist in the loading and unloading of chemical containers and manage the logistics of hazardous materials.
- Follow health and safety protocols to prevent accidents and chemical spills.
- Negotiation With Transporter Maintain MIS Annual stock check for inventory alignment in system and physical.
- Taking care of orders Shipments post and pre-shipment Follow up with an external agency for conducting a survey.
- Follow up with the Production/Planning/Logistics department.
- Negotiation of Ocean Freight with logistics Export Documentation, Custom Documents(Commercial Invoice/ Packing List/Export Declaration/Fumigation Certificate Etc...

### **SEPT 2021 TO JUN 2022 - SENIOR EXECUTIVE**

- Communicate effectively with both internal & external customers, liaising with overseas offices, vendors, Agents regarding Freight shipments/bookings.
- Documentation and Vendor & Ship Line Payment / Billing follow ups.
- Sending Quota to shipper every month.
- Managing customers, answering their enquiries, Tracing & Tracking Freight. Keeping customers always updated, acknowledgment of deliveries, collections, and bookings.
- Ensuring accurate costing and revenues are applied to each shipment.
- Send Pre-Alerts to destination offices timely & correctly.
- To monitor for shipment until deliver to destination.
- To transfer Job information to Ops Team Excellent communication and organizational skills and a professional approach to their work

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## **MAERSK INDIA PVT LTD [Mumbai, India]**

PROCESS EXPERT DURATION FEBRUARY 2018 – MAR 2020

- Cargo planning, Booking, Procurement, Transportation and Stake Holders Management Handle pan India and Nepal export shipment and take care of intermodal transportation from India to Nepal.
- Effectively managed daily Shipping activities for Global Account Customers. Knowledge & Handling of Export shipment document which include commercial invoices, packing list (preparing Docket for per shipment), coordinating with Shipper for SI and coordinating with liner for the release of BL.
- Coordinating with Empty Container depot and to always get “A” Grade containers. Ability to influence a carrier to provide capacity during all supply / demand cycles working closely with business and commercial teams.
- Coordinating with CFS for DCC (Damco Consolidation Cargo) or LCL export shipments Ex-Chennai, Nhava Sheva, and several inland locations for FCL, LCL, and CY Shipments. Taking initiative to have meeting with liners to resolve dispute/issues/BL Queries/ Process improvement.
- Documentation and Payment / Billing follow ups.
- Co-ordination with the destination office regarding arrival of the cargo at destination.
- Send pre-alerts to network office with all necessary documents within 48 hrs. of vessel sailing.
- Ensure strict compliance of customer SOP.
- Timely closure of Network Open issue and to avoid same from occurring due mishandling of commercials at file level.
- Coordinating with operation team (including, Gateway / CBC) Oversea agent, Inter Branch & within branch. Disseminate agreed / required dated of shipments upon booking to origins and operations. Provide booking to customers, providing them information like vessel details, routing, transit time etc.
- Coordinating with various shipping lines, vessel sailing & transit time also coordinate for Delivery Orders, B/L draft, Invoice, Amendments, On board- confirmation and Transshipment details.
- Raising the Intercompany billing and shipper billing.
- Timely closure of Network Open issue and to avoid same from occurring due mishandling of commercials at file level

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## **UNITED ARAB SHIPPING CORPORATION [Mumbai, India]**

PROCESS EXPERT DURATION MAY 2016 - SEPT 2017

### **Export Documentation & Booking (Manual & Online, Intra):**

- Handling Saudi Arabia, Kuwait, Qatar & Bahrain Export – All Locations with our nominated
- Customers SABIC, EQUATE and others (Dammam, Jubail, & Shuaiba, Doha port, & Hamad Port).
- Responsible for the execution of export documentation requirements for shipments.
- Generating Bill of lading (Part Lot BL, Spilt BL), MCN
- Updating VGM (Verified Gross Mass) as per authorized person.
- Manifest & amend BLs as per customers request in accordance with Shipper.
- Arrange details of shipments with forwarders, carriers as necessary for exports.
- Ensure that all documentation meets export regulations.
- Transacting of daily shipments
- Co-ordinate with front office for smooth operations.
- Export mailbox handling, follow up for SI Submission against Booking.
- Handling the Queries and Escalation of the customers and solving the issues.
- Taking system and process training for all the new joiners of every process.
- Sending Acceptance Letter & Providing Stuffing Report to customer.
- Updating Details of shipment on customer web portals as per requirement.
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### **Import Documentation**

- Operation Alignment
- Discharge Planning according to load list received from transshipment port. (Khorfakkan, Jebel Ali)
- Saving Import Documentation
- Giving Priority on Forwarder's & NVOCC customers.
- Sending Mails for BL Consignee Amendment Request to forwarder's,
- Generating EDI for custom submission
- Auditing & checking the BL amendment as per forwarder request, so that same reflects in EDI for submission.
- Invoicing - sending the breakup charges of freight & local charges to customer, whenever requested, for delivery order collection and for payment.
- Import mailbox handling.
- Sending Arrival Notice & Reminder's
- Maintaining reports of Detention & Demurrages.

### **Achievements in United Arab Shipping Corporation**

- 2016 - Awarded as Rising Star of The Month (July).
- 2016 - Best Performer of month September, November, December.
- 2017 - Best Performer of month February, July

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## **DHL GLOBAL FORWARDING PVT LTD [Mumbai, India]**

OCEAN EXPORT ASSISTANT DURATION FEB 2014 - MAY 2016

- Creating Booking as per the details provided by customer.
- Arrange the booking as per customer preferred cut-off.
- Action booking saved by Customer service within 3 hrs. of booking saved.
- Creation of House, Master, and Direct shipment.
- Handing the shipment, follow up with liner regarding amendment request.
- Update systems and create draft BL's & send for verification.
- Amend BL's if required and prepare the final HBL/MBL.
- Create, Send & Register approval of pre-advice to Destination within 2 days of ETD.  
(Local Overseas Destination DHL Office)
- Conducting Team hurdles & gives at-most contribution in maintaining Floor Discipline.
- Active participation in Brainstorming Sessions for process improvement For New Joiner.
- Improvement proposals concentrating more on process efficiency & accuracy, Troubleshoot And resolve operational issues / escalations.
- Idea Management Activity for smoothing the process.
- Enter data is required during making various bills for shipping logistic.
- Ensure the billing is done as per the Incoterms.
- Performing various data quality checks in documentation system.
- Maintain records including problems documentation and action taken.

### **DECLARATION**

**ALL ABOVE MENTIONED INFORMATION IS TRUE AND ACCURATE AS PER BEST OF MY KNOWLEDGE**