

# Shazor Najeeb

## Supervisor Customer Service & Import Documentation

Nationality: Pakistani  
Phone: 0545098085  
Email: [shazor.najeeb@gmail.com](mailto:shazor.najeeb@gmail.com)  
Visa Status: 02 Years Residency  
Location: Deira, Dubai



## PROFESSIONAL

- Experience of almost 09 years in Shipping Line with exceptional administration skills and Import, Export Documentation handling.
- Familiar Shipping Documents Bill of lading, LOI, Letter of Indemnity, bank Guarantee, LC, Custom GD, Authority Letter, NOC, Commercial Invoice & Packaging.
- Have Knowledge of IGM & EGM Filing and other aspects related to Import & Exports
- Keeping Records (Using SAP IRIS software and Excel), resolving customers queries, and offering them the best solution possible.
- Demonstrate exceptional communication skills to make customers feel special and valued.
- Gain knowledge regarding company procedures, policies, product and services for logical reasoning.

## ACHIEVEMENT

- Award for Saving USD 5,644000 - **September 2021**
- Recognition for Introducing Time Saving Methods for Delivery order issuance **March 2021**
- Award for retaining customers by saving cancellation charges of customer of USD 6,300 "Saving 60 re-stow cost + 9 index cancellation charges" **January 2019**
- Recognition for Superb Performance – "Taking customer service to Next level" **July 2019**
- Spot Award - Saving 25 re-stow cost + index cancellation charges- Saving USD 1,700 - **December 2018.**

## WORK EXPERIENCE

### Supervisor Import documentation & Customer Support



#### Orient Overseas Container Line – Sep' 2022 – Present

- Cultivate strong and lasting relationships with customers through regular communication and engagement.
- Administrative activities concerning the, processing, documentation and handling of all incoming containers and vessels.
- Input vessel details into the **Inbound Outbound Customs Module (IOCM)**.
- Ensure the coherence of the Manifest with both **the Master Bill of Lading (MBL) and House Bill of Lading (HBL)**.
- Issuance of Delivery Order and creating invoices for customers.
- **Filing import discharge list and Manifest** for all OOCL import/transshipment container.
- Provide accurate data entry and shipment tracking update and take appropriate action to rectify errors or omissions.
- Verify and **match container lists with the system loading, Update empty containers in WeBOC custom.**
- Maintaining contacts with customers, transporters, principal, stevedore, agents and customs.
- Multi-task effectively, managing multiple customer interactions through various channels such as chat, email, and MS Teams.

- Ensure prompt and accurate documentation of customer interactions using CRM software.
- Strive to meet service level agreements and maintain a positive attitude, even in high-pressure situations.
- Maintain communication via email to buyer/consignee for picking up or clearing the cargo.

## **Officer Import documentation & Customer Support**

**OOCL Pakistan – April 1<sup>st</sup> 2018 – Aug 2022**

- Thoroughly checkout of UIL containers, Manual check on IRIS-4 & Inbound reporting system
- Communicate consignee/buyer/importer via email to pick up and clear the cargo.
- Collaborate with back-office teams to handle escalations and seek guidance from senior colleagues when necessary.
- Communicate with port of load to push shipper/suppliers/exporter to clear the cargo
- Maintain excel sheet and follow-up with customers and port of load for un-cleared cargo
- Checking services and vessel arrivals from IRIS-4 (web-based software)
- Check all the BLs are in ready status from system (IRIS-4)
- To update and correct data in manifest at customs/Weboc system
- Follow-up all amendments emails before and after berthing of vessels
- Follow up with customers for amendment cases and provide necessary documents for custom amendment
- Maintain excel list for each vessel and follow-up with freight forwarders for house BL
- Update all the house BLs provided by freight forwarders
- Coordinate with vessel operators for container list and vessel arrivals.

## **Assistant Import Documentation & Customer Support**

**OOCL Pakistan – Nov 2014 – Aug 2018**

### **QUALIFICATION**

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- **Master of Business Administration**  
IQRA University - 2014-2016
- **Bachelor of Business Administration**  
IQRA University - 2010-2013

### **SKILLS**

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- Business Process Improvement
- Interpersonal skills
- Result Focused
- Communication
- Organization & Planning
- Adaptability
- Customer Retention
- Time management
- Conflict resolution
- Office Management
- Negotiation
- KPIs Implementations
- Interpersonal Skills

- Action Plans
- IGM Checking

## IT SKILLS

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- IRIS 4 – SAP
- Microsoft Word, Excel, PowerPoint
- WeBoc
- Outlook
- Video Conferencing

## TRAININGS

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- Participated in 05 hours of Community services by WWF-Pakistan – (15/July/2017)
- One day training session by Trainer & Facilitator Dr. S.A Rab on Team Building – 25/04/2015)
- Participation in Transformation Media Convention 2012
- Participation in Workshop “Break the Ice”-Human Resource Management (03/03/2012)