

SAMEER AHMED

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MANAGER - LOGISTICS & SUPPLY CHAIN MANAGEMENT

Fashion Retail companies

A result driven, competent & dedicated management professional working as **Senior Logistics Executive** & offers **12 years** experience in customer service, logistics coordination, Supply chain management, freight forwarding and transportation operations

Core Competencies include...

- | | | |
|-----------------------------|----------------------------------|----------------------------|
| ✓ Strategy Planning | ✓ Freight Management | ✓ Export-Import |
| ✓ Air/Road/Sea Freight | ✓ Warehouse Management | ✓ Stock Tracking |
| ✓ Logistic Operations | ✓ Quotations /Rates Negotiations | ✓ Customer Service |
| ✓ Transportation Management | ✓ Break Bulk and ODC Cargoes | ✓ Team Building/Leadership |

EXECUTIVE SUMMARY

- ⇒ Demonstrated competence in handling complete cargo operations & administration.
- ⇒ Verifiable track record in coordinating shipment export-import and client relationship.
- ⇒ Proven expertise in managing logistics operations in computerized environment
- ⇒ Hands on experience in steering logistic operations and organizing shipments
- ⇒ Domain knowledge in international freight & logistics business.
- ⇒ Wide expertise in transportation management including break bulk and ODC cargoes
- ⇒ Proficiency in designing marketing strategies & sales techniques for air, road, & sea freight.
- ⇒ Strong leadership and interpersonal skills to undertake quotations & rates negotiations.
- ⇒ Adept in adopting **global best practices**, evaluating costs for best utilization of resources, implementing systems & procedures to ensure the most effective execution.
- ⇒ Possess good people management & communication skills as well as personal integrity to lead by example, motivate team & **drive results**.
- ⇒ Sincere, confident & hardworking with right mental attitude & fast reflexes to achieve targets.
- ⇒ Strong communication skills with keen sense of customer service delivery to maximise customer satisfaction.

PROFESSIONAL EXPERIENCE

Boutique1 Group LLC, Dubai : Senior Logistics Executive : Oct 2015 to date

(Reporting to the Director of Merchandising, CEO & leading a team of 4)

Job Profile:

As **Senior Logistics Executive**, oversee operations to generate enquiries, prepare quotation, frame standard operating procedures-SOP & spearhead daily shipments with P&L responsibility as per the **Key Performance Indicators** –

- Managing & coordinating with logistics service partners to ensure smooth execution of orders placed by customers in adherence to dispatch & delivery as per agreed SLAs. Also identifying and dealing with delays or issues regarding shipments in an efficient manner
- Control Supply Chain Cost, reduce in Lead time to Store, Manage obsolescent stock, increase stock turns/product sell through and ensure maximum availability.
- Maintain Logistics spend is equal to or less than Budget allocated per annum
- Engage in rates negotiation with Freight forwarders, Shipping line, vendors and get the best competitive rates
- Vendor selection, reviewing & negotiating logistics contracts, freight rates, agreements and other terms & conditions too for increased supply chain flexibility
- Do monthly review meeting with external provider and monitor their performance.
- Ensure checks & controls are in place to avoid double or wrong duty payments
- Check and approve supplier, freight forwarders invoices as per the agreed rates
- Monitoring on B2C delivered, undelivered, RTO & lost shipments
- Ensure Return request to pick up, Pickup to delivery and Delivery to inward are being done within agreed SLAs

- Recommend SLA changes based on logistics service partners performances and operational challenges
- Ensure Refund request from consumers are done within agreed SLAs as per customer requested refund type to bank account / voucher
- Working closely with merchandise, catalogue, marketing and finance for overall improvement & enhancement in service levels
- Ensuring the accuracy of all documentation and vendor compliancy within company expectations is achieved and maintained.
- Making necessary arrangements to ship the adhoc Non merchandising shipments for the current and New stores before deadlines and arranging for the necessary documentations as per the local customs law
- Oversees supplier interaction to ensure procedures are followed
- Plan, control, coordinate, evaluate and integrate logistics activities which include supplies, services, transportation and control of personal property
- Managing a team including training them on the job, assigning & allocating tasks, and quality checking & reviewing their work
- Publishing daily report, weekly & monthly KPI reports.

Contributions:

- Introduced strategic plans & credited **for achieving increase volume & revenue.**
- Continuously improved & streamlined work flows & procedures to reduce costs.
- Expedited cost and benefit analysis and evaluated/refined operating procedures and internal controls
- Successfully managed shipping, receiving, consolidations, scheduling, material handling, and inventory control to ensure efficient and organized movement of inbound & outbound merchandise that resulted in over 98% order accuracy and over 97% inventory accuracy.
- Made significant contribution to handle complete operations for prestigious clients like **ISABEL MARANT, PAUL & JOE, MISSONI, FURLA, ALAIA and 250+ brands**

Agility Global Logistics, Dubai : Senior Executive – Project Logistics : Sep 2013 to Oct 2015

(Reporting to the Operations Manager & leading a team of 4)

Job Profile:

As **Senior Executive– Project Logistics**, steered operations that included day to day shipment handling, standard operating procedures- SOP generation with full profit & loss responsibility as per the **Key Performance Matrices –**

- Interface with key accounts with high revenue commercial value through extensive follow up procedures.
- Prepare quotes with competitive rates for clients and drive efforts to develop business relations with them.
- Manage the mail box and reply to mails within 24 hours.
- Coordinate with origin and suppliers and handle air, sea & road freight shipments, ,
- Arrange for pickup and delivery to the airline, SOP generation, Issuing AWBs and Billing etc.
- Booking and Supervising the movement of Break bulk and ODC cargos, and arranging for the necessary documentations
- Manage returns, shipments, and receipts of customer products to ensure accurate inbound and outbound processes.
- Oversee staff interaction with customer representatives ensuring procedures are followed and customers are satisfied
- Maintained a dynamic business model according to customer needs, & delivered products made by the client to the concerned wholesalers and distributors
- Engage in rates negotiation with airlines, shipping lines and local vendors
- Responsible to meet KPI's for operational, Invoicing, file closing, payment collection, etc
- Process invoices and storage charges through the financial system to complete account specific billing
- Liaise with airlines for time Schedule and Rates
- Attend Customer's telephones calls and messages and ensure that service to customers is provided at the proper level and high efficiency.
- Inform clients proactively about irregularities in services or for particular cargo's.
- Train colleagues and team members.
- Provide feedback or recommendations to all parties involved to improve the customer service.

Contributions:

- Introduced **best practices** in the work, developed business processes, standard operating procedures, & strategic business plans that significantly impacted efficiency & accuracy to **generate incremental business.**
- Increased performance on parameters including quality, operational excellence, & customer satisfaction
- Improved team effectiveness & increased productivity by identifying & implementing strategies.
- Made significant contribution to handle complete operations for prestigious clients like **National Oil Well Varco, Occidental Petroleum Qatar (OXY), RASGAS Qatar, QAFCO, MB Petroleum, BHP Billiton, Element 6, MC Dermont, EXPRO among others.**

Panalpina World Transport LLC, Dubai : Senior Customer Service Executive : Oct 2007 - Aug 2013

(Reported to the Business Unit Manager & led a team of 5)

As **Senior Customer Service Executive**, steered operations that included day to day shipment handling, standard operating procedures- SOP generation with full profit & loss responsibility

Brinks Global Services FZE, Dubai : Operations Executive : Aug 2004 - Aug 2007

(Reported to the Operation Supervisor & led a team of 15)

As **Operations Executive**, handled air import and exports, Local customs clearance, complete operations as well as warehouse management

ACADEMICS

- Bachelors Degree in Commerce, Rajasthan College, **Rajasthan Vidyapeeth University** (2008)

PROFESSIONAL DEVELOPMENT

- Attended Certified International Supply Chain Manager (CISCM) course accredited by IPSCMI, Delaware, USA, held in Dubai, UAE (2012)
- Participated in certificate course on computer literacy & information technology, Mangalore (2003)
- Completed certified IATA/ FIATA Introductory course from Montreal, Canada, held in Bangalore (2002)
- Attended & completed Diploma in Air Cargo Handling Management, conducted in Bangalore (2002)
- Underwent Medic first aid training- Basic Plus CPR, AED & First Aid (2012)
- Undergone training programme on interpersonal skills (2012)

KEY AGILITIES & SKILLS

- Good Knowledge of Customs regulations
- Strong in Analysis
- Design & understand work flows & Procedures
- Solution Finder
- Open Minded
- Role Flexibility
- Work with integrity & Ethically

EXECUTIVE SUMMARY

- **Date of Birth** : 13th Nov 1983
- **Language Proficiency** : English, Hindi, Urdu, Kannada & basic Arabic
- **Driving License** : Holding driving license valid in the UAE
- **Nationality** : Indian
- **Passport No.** : M714740, valid up to 28TH Apr 2025
- **Visa Status** : Employment Visa

~ References Available Upon Request ~