

HARISH A

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Location: Dubai, U.A.E

PROFILE SUMMARY

- Proficient in customer service and admin tasks, with a deep understanding of logistics operations.
- Proven ability to streamline operations, ensure compliance, and drive efficiency in both logistics and administrative environments.
- Skilled in handling critical documentation, coordinating warehouse operations, and managing international logistics.
- Proficient in digital tools such as SAP, MS Office, and Tally, with expertise in handling warehouse and shipment management.
- Career objective: Seeking opportunities in customer service and admin profession to leverage my expertise, contribute to organizational growth, and foster continuous learning.

KEY SKILLS

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|--------------------------------------|---|-------------------------------------|----------------------------------|
| ✓ Data Entry and Reporting | ✓ Workflow Optimization Skills | ✓ Accounts Payable and Receivables | ✓ Effective Communication Skills |
| ✓ Customer Relationship management | ✓ Order Processing Knowledge | ✓ Bank Reconciliation Expertise | ✓ Problem-solving Proficiency |
| ✓ Supply Chain Coordination | ✓ Scheduling and Coordination abilities | ✓ Travel Coordination Capabilities | ✓ Teamwork and Collaboration |
| ✓ Office Administration Management | ✓ Customer Service Management | ✓ Warehouse Management Systems | ✓ Strong Time Management |
| ✓ Advanced Digital Tools proficiency | ✓ VAT Filing and Compliance | ✓ Customs Documentation Preparation | ✓ Customer-Focused Mindset |
| ✓ Multi-tasking Ability | ✓ Attention to detail | ✓ Inventory Management | ✓ Reporting and Analysis |

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | EXPEDITORS, DUBAI | JUNE 2024 – OCT 2024

- Planned, organized, and managed the client Majid Al Futtaim, handling brands such as Poltrona Frau, Magic Planet, HOME, Alessi, and Ski Dubai, ensuring effective client relations and operational efficiency.
- Coordinated inbound, return-to-warehouse (RTW), and transfer orders (TO) by scheduling shipments and liaising with warehouse operations.
- Processed customer orders via email for Poltrona Frau and Magic Planet, working closely with the warehouse for timely dispatches.
- Maintained accurate data in the Warehouse Management System (WMS) and ensured compliance with customs documentation, including HS codes and weights.
- Tracked and updated shipment statuses for inbound and outbound deliveries, keeping customers informed on progress.
- Provided Goods Received Note (GRN) updates for inbound, RTW, and TO shipments, addressing any discrepancies.
- Managed daily order tracking and reporting, providing senior management with detailed shipment updates.
- Ensured timely delivery of daily store orders, last-mile delivery (LMD), and express dispatches, meeting customer needs.
- Scheduled daily store orders and warehouse collections based on customer requirements and operational capacity.
- Prepared commercial invoices and packing lists, coordinating with customs for Bill of Entry (BOE) and gate passes.
- Reported unfulfilled SKUs in daily orders and coordinated with departments to resolve stock shortages.
- Participated in internal meetings to address customer feedback and contributed to improving service processes.

CONTRACT LOGISTICS ADMIN SPECIALIST | KUEHNE NAGEL, DUBAI | DEC 2023 – MAY 2024

- Strategized, coordinated, and managed Client Bombardier, Honeywell, Rolls Royce, handling serviceable and unserviceable parts, as well as critical and AOG (Aircraft on Ground) orders.
- Processed customer orders via email, overseeing dispatch by sending invoices and necessary documents to the warehouse for fulfillment.
- Collaborated with the shipment team to prepare Bills of Entry (BOE) and coordinated order collection, ensuring timely and accurate processing.
- Prepared Exit/Entry certificates and liaised with customs, maintaining records of export proof and submission.
- Updated shipment statuses in SAP, confirming order availability with the warehouse and providing real-time updates to customers.
- Delivered effective account management by offering courteous service and resolving routine and AOG inquiries within established guidelines.
- Worked closely with warehouse and carriers to expedite or trace delayed shipments, ensuring swift resolutions.
- Verified data accuracy in the Warehouse Management System (WMS), ensuring compliance with customs regulations, including unit prices, HS codes, and weight details.
- Managed routine orders to ensure customer satisfaction by meeting delivery timelines and maintaining service quality standards.
- Supported the preparation of customs documents, such as certificates of origin, and coordinated inspections to meet client requirements.

OFFICE ADMIN CUM ACCOUNTANT | BAS MARINE TECH ENGINES REPAIRING AND MAINTENANCE, DUBAI |

MAR 2020-DEC 2023

- Provided comprehensive administrative support, ensuring smooth office operations and efficient workflows.
- Coordinated field staff by assigning tasks and monitoring their performance to ensure timely job completion.
- Prepared detailed job reports to evaluate status and performance, identifying areas for improvement.
- Maintained strong relationships with customers and vendors, upholding the company's professional image.
- Managed the preparation and issuance of invoices and quotes, handling client transactions with precision.
- Maintained accurate financial records, overseeing accounts payable, receivable, and conducting bank reconciliations.
- Prepared and filed VAT returns regularly, ensuring compliance with local tax regulations.
- Managed payroll and employee benefits for a team of 15+ employees, promptly resolving any related issues.
- Scheduled annual leave, calculated leave salaries, and ensured accurate end-of-service benefits for employees.
- Assisted the audit team by preparing financial statements and ensuring precise documentation.
- Ensured timely collection of receivables and managed payables effectively.
- Allocated expenses across departments, handled petty cash transactions, and maintained accurate bookkeeping records.

ASSISTANT ACCOUNTANT | CRESCENT MARINE TRADING LLC, DUBAI | SEPT 2019 – FEB 2020

- Maintained accurate financial records and ensured proper transaction documentation.
- Prepared and issued invoices and quotes to customers in a timely manner.
- Managed accounting books and kept financial systems up-to-date.
- Processed payroll for over 10 employees, handling their benefits efficiently.
- Conducted month-end and year-end close procedures, reconciling bank transactions accurately.
- Assisted the senior accountant in preparing financial statements and reports.
- Computed and filed VAT returns periodically to ensure compliance.
- Managed petty cash transactions and maintained accurate records.
- Followed up on outstanding payments to ensure timely collections.

SALES EXECUTIVE | STERLING GASES LTD., CALICUT, KERALA, INDIA | MAR 2018 – OCT 2018

- Customer Relationship Management: Built and nurtured strong client relationships through in-person meetings, phone communication, and continuous follow-ups.
- Business Development: Identified and pursued new business opportunities, generating leads to expand customer accounts.
- Distribution Supervision: Managed and monitored the distribution network to ensure timely and accurate product delivery.
- Sales Planning: Created and implemented sales strategies aimed at achieving and surpassing sales targets.
- Problem Resolution: Addressed customer inquiries and complaints promptly to ensure high customer satisfaction.
- Sales Activity Management: Directed daily sales activities and provided detailed progress reports to senior management.
- Receivables Collection: Ensured timely collection of outstanding payments to maintain steady cash flow.

OPERATIONS MANAGER | KARMA ASSOCIATES, KOCHI, KERALA, INDIA | APR 2016 – FEB 2018

- Managed daily operations, ensuring efficiency, cost-effectiveness, and smooth execution of processes.
- Built and nurtured strong customer relationships, leading to increased satisfaction and loyalty.
- Coordinated with team members, delegated tasks, and monitored performance to maintain productivity and quality standards.
- Analyzed workflows, implemented improvement strategies, and ensured targets were consistently met.
- Supervised market activities, developed new policies, and led promotional campaigns to boost business growth.
- Optimized inventory systems, reducing stockouts and enhancing product availability.
- Conducted team meetings to review performance, set goals, and address challenges, driving continuous improvement across the organization.

JUNIOR ACCOUNTANT | STERLING GASES LTD., CALICUT, KERALA, INDIA | OCT 2012 – APR 2016

- Prepared and issued quotes, invoices, and financial documents for customers.
- Maintained organized records of daily financial transactions.
- Processed payroll, calculated taxes, and ensured timely filing of returns with accurate documentation.
- Updated accounts receivable and payable, providing periodic financial reports.
- Supported senior accountants and audit teams in preparing financial statements.
- Managed collections of receivables and cleared outstanding payables efficiently.
- Reconciled bank statements to ensure precise financial reporting.
- Maintained vehicle records, coordinating with management for timely registration renewals, insurance updates, and maintenance.

ACADEMIC QUALIFICATION AND ADDITIONAL CERTIFICATIONS

BACHELOR DEGREE OF AVIATION MAINTENANCE SCIENCE | ALAGAPPA UNIVERSITY, COIMBATORE, TAMIL NADU, INDIA.

2006-2009

ITI DIPLOMA IN ELECTRONICS | CIET, CALICUT, KERALA, INDIA. 2000 - 2002

DIPLOMA IN ACCOUNTING WITH ERP 9 | ATI, CALICUT, KERALA, INDIA | 2010

DIPLOMA IN OFFICE AUTOMATION WITH MS WORD, MS EXCEL | BSS, CALICUT, KERALA, INDIA | 2000

ACHIEVEMENTS

- **Recognition:** "Best Employee" for exceptional performance, dedication, and teamwork in achieving organizational goals.
- **Customer Appreciation:** Received multiple commendations and letters of appreciation from customers for providing outstanding service and ensuring seamless resolutions.

ADDITIONAL INFORMATION

- **Personal Details:** Date of Birth: 02nd September 1984 | Nationality: Indian | Marital Status: Married
- **Driving License:** Indian Driving License (Valid) |
- **Digital Skills:** SAP, Tally, MS Office Suite, EDMS, WMS, Microsoft Teams, Microsoft Outlook, Internet Applications.
- **Languages Known:** English, Hindi, Tamil, Malayalam