

M. Siva Kumar B.Tech., MBA.

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Executive Summary:

A Logistics professional with the background of Customer service in warehousing, receiving, order processing, packaging and inventory. Well-organized and driven Warehouse Coordinator with extensive experience working in large scale and busy warehouse environments. Proficient in preparing shipments, monitoring warehouse supplies and handling paperwork.

Areas of Expertise:

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|--------------------------|-------------------------------|----------------------|
| • Warehouse operations | Customer Service | Inventory Management |
| • Shipping and Receiving | Cargo Packing | Order Processing |
| • Transport management | Warehouse Management Systems. | |

Professional Work Experience:

Planer- Warehouse & Distribution. –GDS Prestige FZE, UAE

from April 21 to August 21

Responsibilities:

- To interact with various freight forwarders to get the quote for the freight and liaise with them to move the shipment from supplier to destination.
- Apply for DM inspection for the shipment and communicate to the clearing agent.
- Oversee the offloading and arrange the equipment required for offloading from SAIF zone.
- Supervise the arrangement of inbound and generate the GRN, communicate to the shipper if there is any discrepancy.
- Maintaining reports for the import and export operations.
- Responsible for processing the orders received from the stores, customers and confirms the availability of the stocks to be shipped out.
- Co-ordinates and schedules the orders from the warehouse to the respective stores.
- Monitor the distribution, safe loading, offloading of goods and environment of the warehouse.
- Maintain the effective utilization of storage space and racks.
- Carry out the monthly stock count to maintain the accuracy of the inventory.
- Responsible for generating the sales reports of the stores to the Management periodically.
- Responsible for creation of the product master and offers in the store POS Machines.
- Co-ordinate with the IT support team if the Stores POS machines faces any technical difficulties.

Customer Service Representative –DRA Logistics FZE, UAE

from Jan 2018 to Jan 2020.

Responsibilities:

Inbounds:

- Receive, handle and store supplies in warehouse effectively.
- Scheduling the inbounds and place containers as per the customer priority to offload.
- Prepare and LGP document if required to ship the cargo from local market.
- Checking the inbound documents and upload the data into the inventory.
- Receive the Goods and validating against the incoming documents.
- Generating GRN report and sharing to the customers within agreed time frame. .
- Respond to customers' or shippers' questions and complaints regarding storage and distribution services.

Order Processing: (outbound)

- Processing the orders received from the customers and delivering it on time in the desired locations.
- Allocate the orders from the inventory and instruct the warehouse team to prepare the orders as instructed by the customers.
- Pack the goods according to the sort of cargo and mode of transport, prepare respective labels if required.
- Prepare the export documents as per the mode of transport and INCO terms.
- Work with transportation team to coordinate pick-up and delivery activities
- Share the POD to the respective suppliers after the delivery is completed.

Reports preparation and File keeping:

- File the GRN and POD's periodically for record keeping.
- Examining Inventory accuracy by conducting physical count, reconciling data with storage system periodically.
- Prepare Stock report and share it to the customers periodically.
- Ensure all the SOP's are met to maintain the KPI's
- Properly bill shipments pursuant to applicable tariffs and pricing agreements monthly

Office Executive – Gridline Surveys and Geospatial Pvt Ltd- India-

April 2016-October 2017

Responsibilities:

- Supervise internal stakeholders and divide responsibilities to ensure performance.
- Create and update records in the database with personal, financial and other information.
- Meeting clients regarding projects and briefing about the progression and coordinate with project deliverables.
- Providing administrative support to the operations team.
- Handling internal and external communication.
- Taking care of travel arrangements to the internal stakeholders of the organization.

Relationship Manager - ICICI Securities Ltd

May 2015 -March2016

Responsibilities:

- Involved into relationship building and management with the customer for sale & services of financial products of ICICI group.
- To deliver the desired target numbers by maintaining customer relationship.
- To manage customer meetings and sales process as a part of reporting structure.
- Involved into cross selling and upselling of products to the customers.
- Marketing of multi products Promoting products through conducting events.
- Acquiring new clients for the organization profitability.

Academic Qualification:

- **Master of Business Administration – Marketing and Operations** from **Gnanam school of Business** affiliated to **Anna University** with **7.4 CGPA** in May 2015
- **Bachelor of Technology – Information Technology** from **Mookambigai college of Engineering** affiliated to **Anna University** with **6.1 CGPA** May 2012.
- **Higher Secondary Course (Mathematics & Biology)** with **66%** in May 2008.
- **Secondary School Leaving Certificate** with **79.4%** in May 2006.

Personal information:

Date of Birth : 15 February 1991
Languages Known : Tamil(R, W, S), English (R, W, S), and Kannada(S), Hindi(S)
Passport number : V2196313
Nationality : Indian

I hereby declare that all the details furnished above are true to the best of my knowledge.

Yours sincerely
Sivakumar.M