

Professional Summary

A dedicated professional with proven expertise in back office management in a reputed Air Cargo Company with 11 plus years of work experience as Global Tracing Coordinator is responsible for the investigation for freight irregularities reported within the Lufthansa Cargo Network this includes the search for missing cargo as well as the reinstatement of unlabeled found cargo . The ultimate objective is to solve the irregularity reported at the earliest time possible in order to regularize the freight back into the re transport plan

Skills

- Received best employee of the year award in last 4 consecutive years and trophies for the outstanding achievement in the year 2017 & 2018
 - Knowledge of entire air cargo handling and special load regulations
 - Quick learner & proficient in MS office and prominent computer applications
 - Administrative Management
 - Fluent in English, Hindi, Malayalam and Kannada (Arabic Intermediate)
 - Team player & abilities of work under pressure
 - Strong written and verbal communication skills
 - Fluency in English, Hindi , Malayalam & Kannada
 - Hold valid UAE driving license
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Work History

Cargo Tracing Coordinator –Jan 2008 to Current

Lufthansa Cargo - Sharjah, U A E

- Investigation of missing and found cargo irregularities reported from a transport plan and resolving such matters according to operational guidelines within a timely manner and correct processing with help multiple tools and applications in system
- Communicating with various departments / offices at stations world-wide within the Lufthansa cargo network and organization
- Reporting missing/found cargo information to the specialist departments / security offices in the case of valuables or other special products
- As shift leader handle team mail box manage entire shift including assign task to other team member and submit shift report to Manager and give handover to next shift

Administrator - Apr 2006 to Dec. 2007

Team Safety Consultants Dubai , U A E

- Manage and schedule safety inspection and certification operations
- Answering the telephone and dealing with enquiries
- Responsible for Administrative Office routine works and general upkeep of the Office

Technical Support Engineer - Dec 2003 to Feb 2006

Nerve Centrex Software India Pvt. Ltd –Bangalore, India

- Installation company software and provided high level customer care, training and technical support
 - Implement effective customer satisfaction strategies by identifying and eliminating the root causes of customer problems or reporting to the company for upgrade or changes
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Administrative Assistant - Sep 2000 - November 2003

Bharat Gas Co. Ltd. - Mangalore, India

- Provide administrative and general assist to the Manager
 - Assist all general office support including document and manage computer applications and other office administrative works
 - Submit monthly reports to the Regional Manager
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Additional Cargo Based Training

A1QSH-282 Basic Air Cargo Handling and Sales conducted by Lufthansa in Frankfurt, Germany

- Fleets, ULDs, contours and load ability
 - DGR cargo handling and special load
 - Working with EDP (Booking, Manifestation, Shipment Data Capture etc.)
 - Customer Oriented Communication & Service Orientation
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Education

- Diploma in Computer Applications and Programming
 - 2 year Pre University Course –Science (Plus 2 or 12th Grade)
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Personal Details

Date of Birth : 19-04-1978
Marital Status : Married
Nationality : Indian
Visa Status : Employment