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FAISAL K M

Personal Statement

A Highly motivated and Well Organized Logistics Coordinator with over all seven year's Experience. Capable of providing solid and continuous support and back up to key projects and positions. Possess meticulous eye for attention and detail to ensure that jobs are carried out to the highest standards in stipulated time frame.

Core Skills

- Solid administrative & General office skills
- Strong Written & Verbal Communication
- Drafting & Correspondence
- MS Office
- Typing, Data Entry, Telephone skills, Customer Support and Reporting Skills.

Work History

Logistics Coordinator

Crystal Gallery, Dubai

13th November 2019 to Present

- Coordinating transportation providers to ensure prompt and proper movement of shipment.
- Reviewing purchase orders and shipping documents to ensure accuracy.
- Writing up accurate and grammatically correct sales correspondence.
- Tracking sales orders to ensure that they are scheduled and sent out on time.
- Preparing Quotation, bills and invoice.
- Ordering and ensuring the delivery of goods to customers.
- Ensuring that the quality of all services provided meets the required standards.
- Ensuring that staff uniforms and personal appearance are always clean and professional.
- Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
- Organizing sales promotional campaigns.
- Speaking with clients using clear and professional language.
- Completing the administrative needs of the Sales Department.
- Making follow-up calls to confirm sales orders or delivery dates.
- Co-ordinate sales team by managing schedules, filing important documents and communicating relevant information.

Administrative Officer:

Khader's Group of Companies

Kerala, India

- Supervising staffs and dividing responsibilities to ensure performance.
- Organize a filing system for important and confidential company documents.
- Answer queries of employees and clients.
- Responding to complaints from customers and give after-sales support when requested.
- Manage phone calls and correspondence
- Maintain and update company data base.

Customer Support Officer:

Reliance Bpo

Chennai, India

- Answer customer inquiries via phone and email
- Update customer records in the system including notes about interactions.
- Create and maintain reports about customer interactions.
- Encourage customer to complete surveys
- Participate in team-building activities

Education

Master Degree : Master of Business Administration
Symbiosis University 2012
Human Resources

Bachelor Degree : Bachelor of Science
Calicut University 2005

Language

- English - Proficient
- Malayalam – Proficient

Personal Details

Home Address:

Kadavil House
Manalithara Post
Thrissur, Kerala, India
Postal code: 670589

Nationality : Indian

Visa type : Employment