

Marzeen Ziyadh Chalaparambath

Logistics Manager



Address Riyadh, Saudi Arabia 12221

Phone 053 940 4523

E-mail marzeenziyadh@gmail.com

LinkedIn

<https://www.linkedin.com/in/marzeen-ziyadh>

Experienced Logistics Manager with a proven track record in supply chain management, inventory control, and process optimization. Adept at leading teams to achieve operational excellence and adapting to evolving needs. Recognized for strong problem-solving abilities, effective communication, and delivering results through strategic planning and collaboration. Background in business management and supply chain management with additional training in distribution. Able to work effectively within union or nonunion environments.

Skills

- Skilled in BorderConnect, TMS, TMC, QuickBooks
- Freight forwarding
- International freight management
- Demand forecasting
- Warehouse management
- Logistics analysis
- Transportation management
- Sales support
- Fleet management
- Skilled in all major software
- Invoicing and shipping documentation
- Cost reduction strategies
- Prioritization and scheduling expertise
- Proficient in handling multiple tasks
- Employee supervision
- Teamwork and collaboration

Experience

2019-11 - 2025-03 Senior Logistics Manager

Trail-Trac Transport Inc, Mississauga, Ontario, Canada

- Self-motivated, with a strong sense of personal responsibility.
- Run a team of more than 20+ dispatchers to book inbound and outbound loads from regular customers thru CH Robinson Navisphere, Amazon Relay, Truckers path, TMS, TMC and Load board applications such as DAT, and Load-link based on truck availability.
- Managed annual budgets allocated for logistics operations diligently optimizing available resources without compromising service quality.

- Outsource loads to third party logistic companies (3PL) via Load board, Obtain Cargo insurance to mitigate risk and generate tracking tools to trace shipments and provide warehouse facilities if necessary for delayed shipments.
- Proactively identify and utilize customer and carrier portals to bid on freights. Expertly negotiate with customers to secure the most competitive per-mile rates, ensuring optimal profitability. Specialize in managing diverse shipments, including produce, dry goods, automotive parts, meat, frozen goods, and bulk shipments, while consistently maintaining a high standard of service and efficiency.
- Joined Trail-Trac in 2017 during its early stages as a startup with a fleet of just three trucks, contributing to its growth into a 100+ fleet operation by 2024. Played a key role in implementing strategic business plans to drive this expansion.
- Worked well in a team setting, providing support and guidance furthermore, Proven ability to learn quickly and adapt to new situations.
- Worked flexible hours across night, weekend, and holiday shifts.
- Reduced transportation costs through strategic route planning and carrier negotiations.
- Organized employee training programs focused on safety protocols adherence within the workplace environment leading to reduced accidents/incidents rate.
- Managed a team of logistics professionals, providing coaching and guidance to foster professional growth and high-performance culture.

2017-11 - 2019-11 Logistics Coordinator and Freight Forwarder

Trail-Trac Transport Inc, Mississauga, Ontario, Canada

- Brokering loads to partner carriers at market rates and generating profit for the company.
- Addressing and solving all customer and driver issues relating to freight during and after transit. Additionally, conducted thorough audits of freight invoices, bills of lading, and lumber receipts to ensure accuracy.
- Handled both FTL & LTL shipments depending on most optimal and cost-effective solutions for the company's needs.
- Handle customer and driver inquiries in a timely, professional manner.
- Consistently nurtured long-term partnerships with customers through proactive engagement, ensuring their day-to-day and long-term logistical needs were met with the highest standards of service.
- Established an effective communication system between departments involved in logistics coordination ensuring seamless information flow.
- Collaborate closely with customs brokers daily to manage inbound and export shipments. Efficiently generate ACI/ACE manifests for truck shipments, maintaining accuracy and timeliness in the documentation
- Handled pricing and routing for over 100 international shipments every month mainly USA - Canada shipments.

2017-09 - 2018-03 Part- Time Retail Sales Associate

Esso, Markham, Ontario, Canada

- Developed strong relationships with repeat clients, leading to increased loyalty and return visits.
- Boosted customer satisfaction by providing exceptional service and addressing concerns promptly.
- Collaborated with team members to meet and exceed monthly sales targets consistently.
- Monitored sales trends to advise on restocking, ensuring popular items were always available.

- Managed cash register, ensuring accurate transactions and safeguarding against losses.
- Delivered energetic responses to customers in-store and by telephone, going above and beyond to serve needs.

2015-04 - 2015-12 **Sales Associate**

KGM Gold LLP, Kozhikode, Kerala, India

- Promote and sell jewelry, including rings, necklaces, bracelets, and watches.
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge.
- Collaborated with team members to improve overall store performance, sharing best practices, and offering support as needed.
- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
- Delivered energetic responses to customers in-store and by telephone, going above and beyond to serve needs.
- Led team meetings focused on sales techniques and product features, boosting overall team performance.
- Solved customer challenges by offering relevant products and services.
- Managed approximately 30 incoming calls, emails and faxes per day from customers

Education

2016-09 - 2017-04 **Post-Graduate Certificate: International Business Management (IBM)**

St Lawrence College - Kingston, Ontario, Canada

2016-01 - 2016-08 **Post Graduate Certificate: Logistics And Supply Chain Management (LSCM)**

Fanshawe College - London, Ontario, Canada

2012-04 - 2015-04 **Bachelor of Commerce: B.COM**

Jain University - Bangalore, India

2012-04 - 2015-04 **Certified Program in General Management: CPGM**

Jain University - Bangalore, India

Professional Summary

Professional logistics expert with proven track record in supply chain management, inventory control, and process optimization. Skilled in leading teams to achieve operational excellence and adapting to evolving needs. Known for strong problem-solving abilities, effective communication, time management skills and delivering results through strategic planning and collaboration. Prepared to drive impactful improvements in logistics operations.

Qualifications Summary

- In-depth knowledge of Logistics and Supply Chain Management, Business Analysis, International Business and Project Management
- Proficient in Microsoft Office and New Technologies
- Good judgment and communication skills for reporting and solving disputes

- Highly competent with business skills including accounting, customer service, negotiating and vendor management
- Understands multiple languages including Malayalam, Tamil and Hindi.
- Gained practical experience about Canadian truck industry and learned detail understanding about software's like Load-link, Border-connect, ITS Dispatch, TMS, TMC, AFM-Avaal, Electronic-log softwares, Bigroad, Fleet-Manager, IFTA records, DAT, Truckstop, Border connect, Fleet-metrics, Vonage, Samsara, Quickbooks for adding expenses etc.

Accomplishments

- Played a key role as Logistics Manager in expansion from 3 to 100+ trucks optimizing operations, reducing delivery times and supporting improvements and strategic growth.
- Supervised team of 20+ staff members.

Personal Details

Date of Birth: 30/01/1994

Marital Status: Married

Nationality: Canadian

Gender: Male

Languages

English	
	Native or Bilingual
Malayalam	
	Native or Bilingual
Hindi	
	Professional Working
Arabic	
	Elementary

References

Available upon request