



JASSIM JAMALUDEEN

Manager

Profile

A Driven and Pro active manager with over 8 years of experience in freight forwarding and procurement, currently seeking to leverage my expertise in a managerial role. My background includes a successful tenure as a Business Development Manager at AGS Logistics, where I drove business growth through innovative logistics solutions and built strong relationships with key stakeholders to enhance customer satisfaction. I have a proven track record in operations and sales management, having previously worked as an Assistant Manager at Findways Shipping Co, where I trained staff, resolved customer issues, and implemented strategies to improve service quality and revenue. My skills in customer relationship management, strategic thinking, and leadership, combined with my passion for fostering collaborative team environments,

Employment History

Business Development Manager at AGS Logistics

July 2024 — Present

- Dynamic and results-driven logistics business development manager with a proven track record of driving business growth through innovative logistics solutions and strategic partnerships
- Built and maintained relationships with key stakeholders to ensure customer satisfaction and loyalty, while identifying new business opportunities in freight forwarding

Assistant Manager | Operations & Sales at Findways Shipping Co

January 2023 — June 2024

- Addressed customer issues calmly and professionally, delivering quick, successful resolutions
- Trained staff on best practices to achieve optimal productivity and motivated teams to consistently deliver high-quality, customer-focused service
- Evaluated sales and service processes to generate targeted improvement strategies and increase revenue opportunities in freight forwarding

Export Coordinator at Namma Cargo Services

March 2022 — January 2023

- Liaised with customers, shipping lines, and port authorities to resolve delays or delivery errors
- Supported customer satisfaction by offering timely updates on shipping details and timelines
- Negotiated contracts to reduce costs and improved client satisfaction by regularly reporting progress of goods, delays, or changes in delivery, focusing on freight forwarding operations

Details

Two Holy Mosque Road, 1st St,
Al Thuqba, Al Khobar, Saudi
Arabia
Khobar, 31491
Saudi Arabia

jassimjamaludeen@protonmail.com

Date / Place of birth

06/03/1996
Dammam

Nationality

Indian

Driving license

2164207777

Links

[Linkedin](#)

Skills

Project Management

Manager

Freight Forwarding

Business Development

Procurement

Languages

English

Arabic

Terminal Supervisor at Munawla Cargo Company

July 2018 — February 2022

- Investigated and resolved issues with transport services while maintaining clean and accurate records of transport activities
- Managed transport schedules for on-time delivery and optimized resource use, ensuring compliance with shipping regulations for various goods in the freight forwarding sector

Education

High School Diploma, International Indian School

**Bachelor of Mechanical Engineering, Noorul Islam University,
Tamilnadu**