



SHAUKATH MANGALORE

Operations Manager - Logistics & Supply Chain

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NATIONALITY	Indian	DRIVING LICENSE	Yes

DOMAIN Freight Forwarding, Import Operations, Air freight, Sea Freight, Inland Transportation, Logistics, Supply Chain, Business Development & Procurement.

SUMMARY Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Having a well-developed experience and industry acumen in Freight Forwarding, logistics, procurement & supply chain business, dealing in size-able operations and completing it within the given time frame. Adept in analytical thinking, strategic planning, leadership, and building strong relationships with business partners. Result oriented with a proven track record of improving the market position of a company and maximizing the opportunities for financial growth.

SKILLS Effective verbal Communication and Writing skills, Interpersonal skills, Attention to detail, Customer focus, Computer skills, Active listening, Collaboration skills, Product knowledge, Relationship building. Analytical skills, Strategic sourcing, Problem solving, Operations management, Technological aptitude, Innovation, Adaptability, Transportation Management, Strategic planning, Decision-making, Leadership, Time management, Regulatory knowledge, Problem solving, Critical thinking.

EDUCATION

Bachelor of Arts (B.A.) – Economics
University of Madras – Chennai, India.

Jun 1988 - Mar 1991

WORK EXPERIENCE

Business Development Manager

April 2024 to September 2025

AMC SEA TRANSPORT EST. - Dammam, Saudi Arabia.

- Reached out to potential customers via telephone, email, and in-person to generate new business with marketing initiatives and strategic plans.
- Communicated customer issues with the operations team and devised ways to improve the customer experience, including resolving problems and complaints.
- Established relationships with key decision-makers within the customer's organization to promote growth and retention.
- Served as primary point of contact when there were customer issues related to equipment quality, customer service, or accidents and mishaps on-site.
- Worked closely with GM and management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
- Established relationships with key decision-makers within the customer's organization to promote growth and retention.

- Maintained a safe and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Performed client research and identified opportunities for account growth, account penetration and market expansion.
- Represented company and promoted products at conferences and industry events.
- Developed new proposals, contracts, and procedures to draw in more clients and streamline work operations.
- Monitored market trends and competitor activities to identify areas of potential opportunity.
- Established key performance indicators to track and analyse business progress and adjust strategies accordingly.

Operations Manager - Logistics & Supply Chain

January 2023 to March 2024

Professional Gulf Contracting Company – Dammam, Saudi Arabia.

- Successfully handled the process of planning, executing, and controlling procurement, workers, transportation, and resources.
- Kept up to date with their delivery status and schedules to avoid bottlenecks, rework, and inefficient delivery processes.
- Optimized logistics solutions and network for cost, quality, and service.
- Kept track of the KP-I's – freight spend and spend efficiency, logistics vendor performance, transit times.
- Facilitating the establishment of commercial connections between customers and suppliers.
- Established and managed incoming and outbound shipping schedules.
- Liaison with customers, suppliers, and employees to ensure inventory is properly documented and ordered, as well as to guarantee delivery schedules are adhered to.
- Discussions and negotiations with goods carriers about shipment costs.
- Managing the flow of resources and goods throughout an organization.
- Supervising the process of importing and exporting a product.
- Coordination of manufacturing schedules, storage, and shipment of certain goods and commodities.
- Skilled at working independently and collaboratively in a team environment.
- Self-motivated, with a strong sense of personal responsibility.
- Proven ability to learn quickly and adapt to new situations.
- Worked well in a team setting, providing support and guidance.
- Excellent communication skills, both verbal and written.
- Passionate about learning and committed to continual improvement.
- Organized and detail-oriented with a strong work ethic.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Worked effectively in fast-paced environments.
- Managed time efficiently to complete all tasks within deadlines.
- Demonstrated respect, friendliness, and willingness to help wherever needed.
- Proved successful working within tight deadlines and a fast-paced environment.
- Strengthened communication skills through regular interactions with others.
- Adaptable and proficient at learning new concepts quickly and efficiently.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Identified issues, analyzed information, and provided solutions to problems.

Operations & Business Development Manager

June 2019 to December 2022

Coherent Industrial Trading Company – Chennai, India & Dammam, Saudi Arabia.

- Successfully managed the labour, productivity, quality control, and safety measures as established and set for the Operations Department.
- Managed relationships with key operational vendors and tracked vendor pricing, rebates, and service levels.
- Reviewed and approved all operational invoices and ensured they are submitted for payment.
- Maintained a safe and healthy work environment by establishing, following, and enforcing standards and procedures, complying with legal regulations.
- Served as primary point of contact when there were customer issues related to equipment quality, customer service, or accidents and mishaps on-site.

- Communicated customer issues with the operations team and devised ways to improve the customer experience, including resolving problems and complaints.
- Worked closely with GM and management team to set and/or implement policies, procedures, and systems and to follow through with implementation.
- Reached out to potential customers via telephone, email, and in-person to generate new business with marketing initiatives and strategic plans.
- Worked closely with the inventory manager and team to perform analysis of inventory and ensured utilizing the inventory effectively, purchasing the right equipment, maintaining solid inventory data, and reducing sub-rental expenses.
- Established relationships with key decision-makers within the customer's organization to promote growth and retention.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Performed client research and identified opportunities for account growth, account penetration and market expansion.
- Represented company and promoted products at conferences and industry events.
- Developed new proposals, contracts, and procedures to draw in more clients and streamline work operations.
- Monitored market trends and competitor activities to identify areas of potential opportunity.
- Established key performance indicators to track and analyse business progress and adjust strategies accordingly.
- Kept meticulous client notes and updated account information in company databases.
- Developed process to analyse customer feedback to incorporate insights into product development strategies.
- Scheduled and implemented product promotions in accordance with available inventory and staff resources.
- Managed accounts to retain existing relationships and grow the share of business.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Prepared sales presentations for clients showing success and credibility of products.
- Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Engaged in product training, demonstrations, consumer awareness, branding, and acquisition initiatives to raise awareness and revenues.
- Implemented systems and procedures to increase sales.
- Collaborated cross-functionally with headquarters, regional and other teams nationally to maintain consistent message and experience.

Operations Manager

July 2018 to May 2019

Compass Logistics International - Bangalore, India.

- Have actively involved in the process of selecting vendors, establishing payment terms, negotiation of contracts, services, and work that is vital to an organization.
- Manage relationships with shipping lines, airlines, transport companies, shipping agencies, freight forwarding companies, etc. and negotiate their rates, contract terms, facilities and services and ensure best value.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Developed systems and procedures to improve operational quality and team efficiency.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Developed and maintained relationships with external vendors and suppliers.
- Analyzed and reported on key performance metrics to senior management.
- Developed and implemented strategies to maximize customer satisfaction.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Increased profit by streamlining operations.
- Negotiated contracts with vendors and suppliers to obtain best pricing and terms.
- Trained new employees on proper protocols and customer service standards.
- Interacted well with customers to build connections and nurture relationships.

- Handled problematic customers and clients to assist lower-level employees and maintained excellent customer service.
- Managed purchasing, sales, marketing, and customer account operations efficiently.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.

Operations Manager - Air & Sea Freight

March 2016 to February 2017

Axelerom International - Jeddah, Saudi Arabia.

- Effectively and efficiently managed the movement of products / equipment / materials into Saudi Arabia in accordance with organizational policy and procedures, and to comply with relevant local, country, and international law and processes.
- Negotiated rates with carriers for air freight / sea freight shipments on behalf of clients.
- Coordinated with new and existing international partners to expand business.
- Managed customer issues and assisted in providing timely resolutions.
- Created and maintained project documentation to establish an operations framework and enable adherence to preset guidelines.
- Tracked progress of the freight deliveries and kept clients informed about the progress & arrival of the shipment.
- Proficient in establishing and maintaining customer relations.
- Delivered weekly project updates to management to enhance program visibility and promote improved project performance.
- Resolved customer service escalations to promote mutually beneficial outcomes.
- Executed quality assurance audits and addressed non-complying issues to improve section performance.
- Interacted well with customers to build connections and nurture relationships.
- Trained and guided team members to maintain high productivity and performance metrics.
- Handled problematic customers and clients to assist lower-level employees and maintained excellent customer service.
- Managed purchasing, sales, marketing, and customer account operations efficiently.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Negotiated prices and service with customers and vendors to decrease expenses and increase profit.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.
- Reduced operational risks while organizing data to forecast performance trends.

Asst. Manager (Import Operations)

June 2001 to February 2016

Basem International Shipping & Logistics Co. Ltd. – Jeddah, Saudi Arabia.

- Effectively and efficiently handled the import of Air / Sea freight shipments from around the world.
- Handled cross trade shipments from origin to different destinations as per client requirements.
- Ensured that the correct documents – i.e., MBL (seaway bill), Airway bill etc. are in place before the shipment arrives at its destination.
- Arranged for all the documents – i.e., certificate of origin, commercial invoice & packing list to be legalized as per the client's requirement.
- Arranged for additional documents – i.e., ISO certificate, SASO certificate, SFDA approval etc., as per client requirements.
- Ensured that the shipment from origin is picked up from the shipper and shipped on time.
- Continuously monitored the shipment status and updated its arrival along with the charges to clients accordingly.
- Ensured that client will arrange prompt clearance of the shipment from the port to avoid detentions and demurrages etc.
- Accurate update to the accounting department for billing of the shipment charges etc.
- Actively monitored day-to-day operations to meet performance, quality, and service expectations.
- Carefully checked the detention and deposit records, increasing accuracy, and reducing discrepancies.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Mentored team members to enhance professional development and accountability in the workplace.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.

- Maintained professional demeanour by staying calm when addressing unhappy or angry customers.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Established team priorities, maintained schedules, and monitored performance.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Defined clear targets and objectives and communicated to other team members.
- Used industry expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Streamlined and monitored quality programs to alleviate overdue compliance activities.
- Actively participated in the development and implementation of the ISO standards.

Sales Executive

Aug 2000 - May 2001

Expert Maritime Services,
Al Barrak Shipping Agencies Co. Ltd. – Jeddah, Saudi Arabia.

- Actively involved in the selling of Air, Sea, Land freight shipments for Import & Export.
- Negotiated and closed profitable sales contracts with new and existing customers to increase loyalty and retention.
- Developed and presented valuable sales presentations to potential customers to highlight features and benefits of products.
- Researched sales opportunities and possible leads to exceed sales goals and increase profits.
- Established and maintained positive relationships with vendors to determine product availability and quality.
- Utilized internal lead referral tools to solicit new business opportunities and contacts.
- Monitored and adjusted pricing based on market trends and customer feedback to meet expectations and increase sales.
- Developed and implemented account management plans to establish customer satisfaction.
- Answered customer questions about products and services, helped to identify and promote key items.
- Engaged in friendly conversation with customers to better uncover individual needs.
- Listened to the customers' needs and desires to identify and recommend optimal products.
- Developed strong rapport with customers and created a positive impression of business.

Sales Executive

Jun 1995 - Jul 2000

Habib Al Bakree Est – Jeddah, Saudi Arabia.

Sales Executive

Mar 1993 - Oct 1994

Shafiq Trading & Contracting Est – Dammam, Saudi Arabia.

Sales & Marketing Coordinator

May 1991 - Feb 1993

Consel India Marketing Services – Chennai, India.