

MOHAMMED MAZIN K

Logistics coordinator

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PROFESSIONAL SUMMARY

Experienced logistics coordinator with 2 years of expertise as a retail store executive at DHL, specializing in managing store operations, customer service, and inventory control. Additionally, held a 3-month position as a station support agent at Amazon, responsible for assigning shipments to delivery agents and handling pick-up receiving. Strong background in coordinating logistics processes, ensuring efficient workflow, and maintaining high standards of operational accuracy. Adept at working in fast-paced environments, with a focus on delivering seamless supply chain and customer service experiences.

EXPERIENCE

DHL Express , Calicut

Retail Store Executive

Employee ID: H95914

Jul 2023 – Present

- Managed daily retail operations, including shipment bookings and customer service.
- Actively pursued sales opportunities to increase revenue and customer satisfaction.
- Ensured accurate and efficient handling of customer shipments, adhering to company protocols.

Dropx Logistics, Calicut

Station Support Associate – Amazon Last Mile Delivery Division

Dec 2022-Mar 2023

- Supervised material handling and inventory management for last-mile delivery operations.
- Coordinated pickup handling and Merchant Fulfilled Network (MFN) activities.
- Worked closely with delivery agents to ensure smooth and timely distribution of packages.

Safiya Travels, Ramanattukara

Travel Agent (Part-Time)

January 2022 – June 2022

- Assisted customers with ticket bookings and travel arrangements.
- Provided high-quality customer service, resolving inquiries and ensuring a smooth booking experience.

Aladdin Basket, Ramanattukara

Operations Associate

Sep 2020- Feb 2021

- Managed order receiving and picking processes for online grocery orders.
- Oversaw basic accounting tasks and ensured accurate processing of customer payments.
- Ensured timely and accurate order fulfillment, maintaining customer satisfaction.

25th International Film Festival of Kerala, Trivandrum

Guest Relations

- Provided assistance and hospitality services to attendees and delegates.
- Coordinated between guests and event organizers to ensure smooth event operations.

Loka Kerala Sabha, Trivandrum

Guest Relations

- Assisted in managing guest services for the international event, providing support for dignitaries and delegates.
- Helped facilitate communication and logistics for a seamless event experience.

EDUCATION

- Post Graduate Diploma in Logistics and Supply Chain Management
Certified by ATHE, STED, and LSC Council
Transglobe School of Logistics and Aviation Management, Calicut, Kerala
Completed: 2022
- Master of Business Administration (MBA) in Logistics and Supply Chain Management
Bharathiar University – Distance Education
- Bachelor of Business Administration (BBA) in Tourism Management
Kerala University
Graduated: 2020
- Diploma in Travel and Tourism (Foundation Level)
IATA Certified
Alhind Academy, Calicut, Kerala
Completed: 2017

CO-CURRICULAR ACTIVITIES

Industrial Visits

Cochin Port Trust (CFS)

- Explored export-import activities and procedures at the (CFS), gaining practical knowledge of international trade logistics.

Kerala State Warehousing Corporation, Petta, Cochin

- Observed warehousing operations and inventory management techniques in a government-managed facility, with a focus on distribution and supply chain efficiency.

Beyport Station

- Studied the operations and functions of a regional logistics hub, understanding cargo handling transportation systems, and the station's role in local supply chains.

Workshops Attended

Petroleum Logistics

- Attended a specialized workshop on petroleum logistics, focusing on supply chain processes, transportation challenges, and safety regulations related to petroleum products.

E-commerce Logistics

- Participated in a workshop on e-commerce logistics, covering key aspects of inventory management, last-mile delivery, and the digital transformation of supply chains in the e-commerce industry.

LANGUAGES KNOWN

- English – Advanced
- Hindi – Intermediate
- Malayalam – Intermediate
- Tamil – Intermediate