

Deanne Mendis



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Summary

Hardworking Customer Service Manager driven to exceed expectations and maximize customer satisfaction. Bringing over 11 years of professional experience in Logistics & Customer Service where I can optimize my problem solving and organizational skills to contribute to increased customer satisfaction, optimize my problem solving and organizational skills to contribute to increased customer satisfaction.

Skill Highlights

- Customer Oriented
- Tech Savvy
- International Shipping
- Multitasking Skills
- Individual or Team Contribution
- Competency in a wide range of CRM software
- Adaptive to fast paced environment
- Supply Chain Management
- Freight Forwarding
- Logistics Coordination
- Proactive & In depth Knowledge of Products
- Exceptional Communication Skills
- Creative Problem Solver
- Management Skills

Professional Experience

Customer Service & Operations Manager - 02/2023 to Present
HTL Logistics LLC, Dubai, UAE

- Act as the Central desk for Management, Customer Service, Pricing, Operations & Document updation, Billing & Invoicing, Third Party Invoicing for FTZ customers
- Management of all company Related Sensitive Documents like Office agreements, registration copies, cheque books, etc.
- Managing Finance Related matters for Documentation purpose & Banking Purpose.
- Managing Field work such as customer visits, visiting government agencies.
- Coordinate with Third Parties to get costings for Air and Ocean Export and Imports
- Preparation of profile Product for Warehousing, Fulfillment Center/ for Mainland & Free Trade Zone Warehousing, Warehouse Costing
- Preparation of Profile and costing structure for Fulfillment Facility for Ecom Businesses
- Managing Custom Clearance & Transportation profiling and costing structure for Dubai
- Coordination with undersigned to work on sales lead and contacts given to drive sales and bring business onboard
- Attending all inquiries from/to Dubai, quoting prices, working on RFQ
- Market study and identify the most important lanes and verticals
- Weekly calls with Undersigned on Progress on MS Teams and creating a channel for collaboration/ reports/ updates
- Coordination with Carrier / Master Agents, Agents, Overseas Offices, Freight forwarders, Third Party Service Management

Senior Customer Service Executive - 08/2022 to 01/2023

MSA Sea Shipping LLC, Dubai, UAE

- Handling all the Import related shipments clearance, Delivery, DO related process along with Dubai Trade Experience.

Senior Executive - 03/2022 to 07/2022

Hellmann MAS Supply Chain (PVT) Ltd, Colombo, Sri Lanka

- Handling all inquiries at the pricing desk from import,export & cross trade shipment

Customer Service Executive - 05/2017 to 01/2022

Agility Global Integrated Logistics, Dubai, UAE

- Handling Customers based in Bahrain, Egypt, Germany, Iraq, Jordan, Kenya, Mauritius, Oman, Pakistan, Saudi Arabia, South Africa, Tunisia, UAE & Yemen.
- Handling Documentation processes related to Application of COO, Legalization, SASO, Kenya KVP, HS Summary, Preparation of Arabic Invoice.
- Knowledge of Exceed, Control System, Infor System, MS and CMS,SAP & Oracle.
- Supporting overall warehouse operations including stock movements, inventory control, logistics and documentation.
- Organize and maintain all daily, weekly and monthly reports from different sources and assisting in establishing KPIs and taking proactive action to continuously strive for improvements and managing service level agreements with internal and external departments.

Customer Service Executive - 01/2015 to 01/2017

Aramex Emirates LLC, Dubai, UAE

Customer Service Officer - 09/2012 to 12/2014

AIA Insurance Lanka PLC, Colombo, Sri Lanka

Customer Service Representative - 03/2012 to 08/2012

First Source-Dialog Solutions (PVT) Ltd, Colombo, Sri Lanka

■ **Education & Professional Qualifications**

General Certification of Education – Advance Level

General Certification of Education – Ordinary Level

Diploma In English - Aquinas Collage of Higher Studies, Colombo, Sri Lanka

Diploma in ICT - -- IDM City Campus Sri Lanka

Languages: English , Sinhalese,Hindi, Tamil

■ **Reference**

Rajivan Radhakrishnan

Manager - 4PL and Freight Management

Hellmann MAS Supply Chain (Private) Limited

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