

# AJEESH MADHAVAN

Preferred Industries: Logistics, Shipping, Manufacturing, Trading  
Location Preference: UAE, Qatar, Oman, Bahrain



+971-501437815



ajee.keepintouch@gmail.com



[LinkedIn](#)

Address: Dubai, UAE | Date of Birth: 21<sup>st</sup> June 1980 | Languages Known: English, Hindi & Malayalam | Driving License: UAE



## CORE COMPETENCIES

- Logistics & Shipping
- Transportation / Consignment Mgmt.
- Import/Export Operations
- Cargo Operations
- EXIM Documentation Creation
- Freight Forwarding
- Custom Clearance
- Transit In / Transit Out / Pre-Alerts
- Cost-effective Negotiation
- Warehouse Management System
- Inventory Management
- Accounts & Stock Reconciliation
- Cross-Trade Shipment Coordination
- Cargo Delivery and Compliance
- Warehousing & Storage
- Vendor Billing & Payments
- Cross-functional Coordination
- Team Building & Trainings



## MANAGERIAL SKILLS

- Analytical & Problem-solver ■ ■ ■ ■
- Adaptable & Decision-maker ■ ■ ■ ■
- Communicator & Listener ■ ■ ■ ■
- Collaborator & Negotiator ■ ■ ■ ■



## EDUCATION & COURSES

- Bachelor of Arts in Economics** from Kerala University in 2002, India



## IT SKILLS

- MS Office (Word, Excel & PowerPoint)
- WMS (Infor, Data Freight, CargoWise)



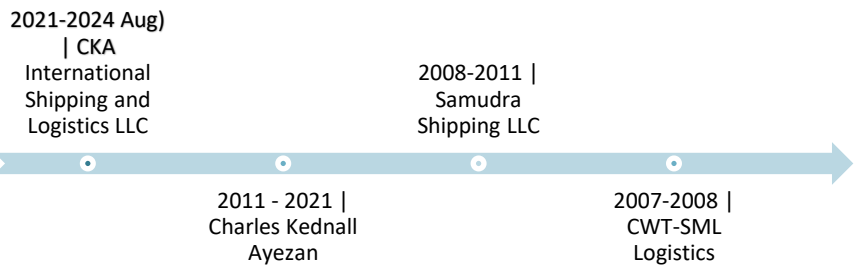
## EXECUTIVE SUMMARY

A strong visionary professional, offering **over 17 years of successful career span in all facets of AIR & SEA Logistics, EXIM Operations, Freight Forwarding, Customs Brokerage Management, Documentation & Cargo Handling** across diverse routes, including the **Middle East, Europe, Far East and Africa.**

Skilled in negotiating competitive rates with freight forwarders, clearing agents, and shipping lines for UN relief shipments to war-torn regions. Proven ability to streamline the order replenishment process, ensuring timely & efficient delivery of critical shipments with key focus on cost optimization, compliance & smooth execution of **global logistics.**



## CAREER TIMELINE



## NOTABLE ACHIEVEMENTS & AWARDS

- ❖ Oversaw the import/export operations for STREIT Group, a leading armored vehicle manufacturer and entailing a wide range of products (General Cargo, FMCG, Food, Food Supplements, Liquor, Electronics, Telecommunications, Products, Pharmaceuticals, etc.) for end number of clients.
- ❖ Completed the **liquidation process of Titan Middle East, EMI Middle East and Ayezán E-Gistics** adhering stock reconciliations and Customs audit regulations.
- ❖ Possess **Dubai Municipality Compliance** expertise, ensured 100% compliance with **Dubai Municipality regulations (FIRS, FRLA, Health Certificates, FHCR, WDS, CPRE & CPIP)**, streamlining **approval processes & reducing delays** in customs clearance.
- ❖ Extensively used **Mirsal 2 (Dubai Trade) and CargoWise systems** to enhance freight tracking, documentation accuracy & customs clearance efficiency, **reducing errors by 15% and improving turnaround times.**
- ❖ Attained **10-15% savings on annual freight spend** by **overhauling logistics procurement processes, negotiating better rates with shipping lines & optimizing vendor selection process.**
- ❖ Orchestrated and implemented **Standard Operating Procedures (SOPs)** for various clients, improving service delivery, which increased **client retention and generated additional revenue growth.**
- ❖ Awarded **Best Employee at Charles Kendall Ayezán** in June 2019 for exceptional performance in freight forwarding & customer service, leading to **improved operational efficiency by 20%.**

*Since 2021 | CKA International Shipping & Logistics LLC | Dubai | Freight Forwarder*

- ❖ **Multi-country Project Management:** Managing complex project shipments (DAP, DPU, DDP, FOB, EXW) for Air & Sea, from multiple countries in line with international trade regulations.
- ❖ **Key Accounts Management:** Overseeing complete range of freight forwarding activities for global MNC clients (GFL, Ella's Kitchen, Campbell USA, McCormick & Energizer).
- ❖ **Global Network Expansion:** Developing strong relations with freight forwarders globally, increasing company's international reach & enabling 25% more coverage.
- ❖ **Cost Savings by Negotiation:** Successfully negotiating competitive rates with shipping lines, airlines, and transporters, resulting in 15% reduction in overall freight costs for import/export operations.
- ❖ **Freight Forwarding Efficiency:** Nominating freight forwarders for air & sea EXIM, with 98% accuracy in MBL drafts & freight invoice submissions.
- ❖ **Freight Consolidation Initiatives:** Introducing freight consolidation strategies, optimizing container space utilization, and reducing transportation costs by 12%.
- ❖ **Customs Clearance:** Achieving 95% compliance rate, and reducing custom clearance time by 15%.
- ❖ **Documentation Accuracy & Compliance:** Ensuring 100% accuracy in processing shipping documents, including Bills of Lading, Certificates of Origin, and Invoices.

*2011 – 2021 | Charles Kednall Ayezani | Dubai | Assistant Logistics Manager*

- ❖ **Project Shipment Management:** Successfully organized complex project shipments from the USA, UK, Egypt, China, and Turkey, coordinating with agents to ensure seamless break-bulk operations by leading a team of 22 members.
- ❖ **MNC Client Logistics Operations:** Managed daily delivery operations for high-profile MNC clients such as Canon, Colgate, and Energizer, maintaining exceptional service levels and improving client satisfaction by 15%.
- ❖ **New Customer Enrollment:** Facilitated the smooth onboarding of new customers by ensuring timely submission of KYC forms and documentation, increasing customer onboarding efficiency by 15%.
- ❖ **Enhanced Booking Efficiency:** Streamlined the booking confirmation process using the CargoWise system, improving booking accuracy by 20% and reducing confirmation turnaround time.
- ❖ **Accounts & Collections Support:** Guided the team to handle outstanding payments, improving collections by 12%.
- ❖ **Logistics Cost Optimization:** Implemented strategic logistics solutions that reduced transportation costs by 15%.
- ❖ **Vendor Relationship Development:** Nurtured strong relationships with key vendors, improving vendor performance by 10%.
- ❖ **Sustainability Initiatives:** Introduced eco-friendly transportation solutions, reducing carbon emissions by 12%.
- ❖ **COD Request Handling:** Managed Change of Destination (COD) requests for customers, reducing potential delays by 10%.

*2008 – 2011 | Samudra Shipping LLC | Dubai | Customer Service Officer & Customs Brokerage Specialist*

- ❖ **Rate Negotiation:** Negotiated competitive brokerage rates with shipping lines, resulting in 10% reduction in transportation costs.
- ❖ **Client Quotation:** Provided precise quotations to customers on behalf of sales team, leading to 15% increase in large deal closures.
- ❖ **Shipment Coordination:** Followed up with the customer service team on active shipments, reducing shipment delays by 12%.
- ❖ **Shipment Tracking:** Maintained accurate tracking systems for all inbound and outbound shipments to avoid additional expenses, reducing 20% unforeseen costs.
- ❖ **Customs Documentation Excellence:** Processed documents by Mirsal II & E-clearance, maintained a 100% compliance rate with customs regulations, and expedited the customs clearance process.
- ❖ **Port Payments:** Managed port payments, processed documentation with 95% success rate in reducing payment-related delays.
- ❖ **Free Zone Documentation:** Prepared accurate Delivery Advice, Invoices & Transfer Bills of Entries for Free Zone Import/Export with over 98% accuracy rate.
- ❖ **Customer Query Resolution:** Provided effective solutions to customer inquiries via phone and email, enhancing response times and customer satisfaction by 18%.

*2007 – 2008 | CWT-SML Logistics | India | Sea Operations Assistant*

- ❖ **Logistics & Cost Efficiency:** Streamlined logistics processes by coordinating with local & overseas WCA agents; negotiated competitive rates with agents & transporters for sea cargo, reducing logistics costs by 15%.
- ❖ **Global Market Expansion:** Introduced CWT (Competitive Weight Tonnage) to global market, boosting international opportunities.
- ❖ **Compliance & Accuracy:** Reviewed customs documentation & handled port activities with 95% compliance rate & 98% accuracy.
- ❖ **Agency Development:** Effectively negotiated & expanded the agency network, driving 25% growth in sea freight partnerships.
- ❖ **Nomination Shipments:** Coordinated nomination shipments from various agents, and ensured efficient follow-up system with agents for timely pre-alerts on shipment arrivals, contributing to a 10% increase in customer retention.
- ❖ **Operational Excellence & Safety:** Ensured the safe, efficient & professional handling of cargo loading/offloading operations, reducing mishandling incidents by 10% and improving operational safety standards.