

Madan Lal

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Objective

Looking forward for a challenging and high potential career opportunity in a fast growing firm where I can fully utilize my expertise & knowledge in the fields of Trading & Shipping in order to pursue a professional career

Employment History

Ops Executive/Equipment Controller, Sales, Export Import Documentation.

Regal Shipping Pvt Ltd

June 2018 – Till Date

- Support sales team to provide base line working on Target Customers.
- To provide timely feedback to customers on rate requests and follow up.
- Follow up with pricing to provide rates to customers/FS within timelines.
- Inform Silver Sea Management on a fort nightly basis of activities carried on in the past week and any developments.
- To maintain good Liaison with customers and ensure Client satisfaction.
- To ensure proper creation of SOP's.
- To co-ordinate with activities of sales & customer services to ensure efficient, defect free service to all customers the first time every time.
- To provide aftersales support and take ownership of all customer & carrier related issues during absence of sales representatives.
- To ensure compliance to all procedures of outstanding freight and freight collection.
- Preparing quotations in CRM software.
- Filling sales remittance
- Get release CRO and loading program from different carrier line
- Filling ESI and SI within cut off time in different lines
- Solving day to day customer's freight queries
- Arranging transportation as per shipper's cargo plan
- Get proceed different carrier payments
- Preparing customer's export invoices
- Handling vessel corresponding with charter party, Master, Vessel Owners,
- Sales Marketing Preparing daily basis customer sheet and visit to customer
- Business Development

Export Documentation / Sales Executive/Operation

Sharaf Shipping Agency (Pvt) Ltd, Karachi Pakistan

Jan 2007 – May 2015

- Maintain records of customer details / sales visits
- Issue Bill of lading after collecting all respective documents Prepare Export General Manifest (ENS)
- Prepare Freight invoices & collecting as per according from customer
- Follow up on outstanding and recoveries.
- Negotiate with the accounts as per price guidelines given, looking to maximize profits.
- Follow up on customer communications in a timely and professional manner.
- Support Customer Service and work closely with Operations and Documentation on the execution of customer service contracts.
- Identify potential customers and register opportunities; relentlessly pursue realization of such opportunities leading to revenue for the company.

- Looking after NVOCC invoices and payment follow-up Solve Clients Queries and give them proper attention
- Responsible for securing new customers, and maintaining and developing existing accounts.
- Making monthly/weekly (as required) export container status report
- Prepare Notices to Trade related to Export Documentation
- Confabulate with agency's principles

Cowasjee & Sons

Equipment Controller / I.T. Admin

Dec1996- Sep2007

- Prepared daily inventory report
- Prepare monthly billing Report
- Import , Export, Feeder
- Vessel., Manifesting Custom online (PACCS) and also looking terminal + I.T Work
- Handling & Maintaining Network, Computer & other related equipment's.
- Under went training for Lynx in Dubai. CP Ships. Responsible for booking & monitoring all activities in Lynx.
- Maintaining Containers Inventory (All In& Out) Billing for various Lines Emails. Maintaining Computer Hardware & Software worked on online program by KICT.

Education & Computer Qualification

- M.A Economics from University of Karachi
- MS Office
- Cobol Basic, Turbo C++,
- Dbase III Plus, FoxPro, Lotus 123

References

References are available on request.