

Kannan Suresh Kumar

Officer – Operation Freight Forwarding Key Accounts | GWC

Logistics | Customer Service | Customer Relationship | Freight forwarding | Export & Import

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Doha, Qatar

Professional Summary

Adaptive logistics professional, with more than 7 years of experience using exceptional communication and leadership skills to coach, manage, and motivate diverse professionals in challenging environments. Solid experience in Freight forwarding, Export & Import Documentation, Transportation Planning Service Provider Management (Forwarders, Liners & Transporters), Cost Analysis & Savings, Export Planning, expertise in handling RORO, break bulk, OOG, and container shipments, implementing and executing strategies resulting in greater customer confidence and strengthened business results.

Experience

Jan 2022 – Present Officer – Operations Freight Forwarding

Gulf Warehousing Company Qatar

- Handling Key Customers of Qatar (Qatar Energy, Pan Emirates, Qatar Duty Free, Qatar Airways, IKEA).
- To ensure daily operations are completed as per procedures for each shipment.
- Ensure best-in-class service to our customers through strong customer service.
- Timely releasing of Delivery order and follow up with clearance team for smooth Bayan filing and shipment clearance.
- Proper checking of commercial documents and adhering to the country, compliance and special approvals for shipment clearance.
- Ensure on time delivery of the shipment as per the customer requirement.
- Handling of Import, Export, Local Freight and Break Bulk shipments.
- Settling vendor invoices with the finance team and follow up for timely closure.
- To communicate with local customers & related parties to ensure all shipments are expedited timely & properly in compliance with customer's requirements, handling instructions, provided SOP
- To ensure all operations steps are done timely & properly as customers' request as issuing draft HAWBs, amending HAWBs, providing booking confirmation, etc.
- To ensure shipment details, weighing sheet, bookings are passed onto handling before shipment ex-factory date.
- Understand KPI target & ensure to be in compliance.
- To ensure all assignments are met within the specified deadline provided.
- To ensure proper follow-up with all outstanding matters.
- To co-ordinate with CS team & invoicing team to make sure the whole process is properly followed
- Follow up with local customers for cargo as well as document status & keep related parties informed about any changes.
- Complete shipment process & make sure docs are attached with cargo, pre-alert sent to related parties.

Oct 2019 – Dec 2021 Trade Lane Analyst (DHL Implant)

Caterpillar India Private Limited, Thiruvallur

- Executing and controlling outbound transportation including export, customs clearance, and domestic transportation from Thiruvallur Facility (Prime Product Exports)
- Identify, develop and administer the implementation of improved transportation methods that support Caterpillar's cost and service objectives and goals, to ensure best results for Caterpillar and Cat Dealer organizations.
- Manage the performance of Service Providers through Key Performance Indicators to meet cost and service performance expectations from Caterpillar facilities.
- Coordinate and implementation of cost-effective solutions with service Providers

- Responsible for initiating and execute transportation cost improvements within the business unit.
- Identify areas of potential cost savings and/or service improvements for Cat facilities.
- Establish and maintain effective relationships with contracted Service Providers to aid and improved contracted services at competitive costs.
- Liaising with the scheduling team on the volume of business in the coming months based on the volume coordinate with Liners for space allocations.
- Coordinate with the Freight forwarder and service providers for necessary shipping documents and ensure documents are dispatched as per the timeline.
- Ensuring the dealer’s requirements are met and advising the best cost efficient and best way for shipping.
- Coordination with Production teams to fix the production dates for the machines to ensure origin dwell time is reduced.
- Dealer / Customer Support Order – Delivery (For both domestic and Export dealers) resolving shipment related queries and working with quality team and PDI on quality related issues and complaints from dealers.
- Insurance claims and Coordination with Trade compliance team for obtaining the necessary certificates.
- Dealing with Port & Customs authorities on export shipments and requirements.
- Responsible for maintaining Freight reports and ensuring bills are raised as per contract and ensure no revenue leakages.

Dec 2017- Sep 2019 Ocean Freight Operations (Import & Export)

DHL GLOBAL FORWARDING, CHENNAI

- Ensure pre-alerts are received on time and follow up for the missing cases with the respective stations
- Coordinating with transporter for on time vehicle placement as per the customer requirement.
- Submitting shipping instructions to carrier and co-loader
- Responsible for sending Cargo Arrival Notice & Invoices to customers as per timeline.
- Validating the invoices received from origin, carrier, and vendors as per the agreed contract
- Updating the delivery status of to customer till the final place of delivery.
- Verifying head on head sales and costs for every individual file to ensure no revere leakage
- Ensuring to achieve maximum KPI always.

Education

Professional Diploma in International Shipping & Logistics
Business School of Logistics & Shipping- Chennai 2017

Bachelor of Science (BSc) – Computer Science
Bharathiar University June 2013 – April 2016

Skills

Communication Skills	
Operational Management	
Vendor Management	
Freight Forwarding	
Salesforce (CRM)	

Cargo wise	
Strategic Planning	
Team Management	
Negotiation	
Liner Management	

Languages

English	
Tamil	
Malayalam	

Strengths

- I can sync with all kinds of individuals. Resulted in easy execution of tasks with internal team members.
- Any day open to learning and acquiring new skills.
- Can roll up the sleeves any day and get the job done at any level.

Courses

- Cargo wise Certified Operator

References

- Mr. Janaki Raman Duraiswamy | Deputy Manager | DHL Global Forwarding | +91- 9962505935
- Mr. Sreejith Radha Krishnan I Trade Lane Manager I Caterpillar India I + 91 – 8248997160
- Mr. Deepak Marolie I Manager I Gulf Ware housing Company (GWC) I + 974 - 55825651