

CURRICULUM VITAE

MOHAMMAD SHARUKH

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Professional Summary

Logistics specialist with over 7 years of experience in **Operations, customs clearance, Transportation and customer service** and at DHL Global Forwarding. skilled in CargoWise (CW1), client communication, cost control, and cross-department collaboration, ensuring compliance, profitability and maintaining high customer satisfaction in a fast-paced logistics environment.

Languages

English, Arabic, Hindi, Malayalam, Tamil, Kannada, and other native Indian languages

Professional Experience

OFR Operations, Transportation Specialist

DHL Global Forwarding, Qatar (Feb 2024 – Present)

- Coordinate all Ocean Freight (OFR) operations, transportation, and fleet activities.
- Acted as a **Customer Service Specialist for Ocean Freight**, assisting clients with shipment tracking, documentation, and issue resolution for **DDP and DAP** shipments, while also managing billing and invoicing to ensure a smooth end-to-end customer experience.
- Specialized in Cargo Wise (CW1) software for managing shipment tracking, documentation, billing, and customer communication.
- Communicating with other DHL stations to troubleshoot operational challenges, clarify shipment details, and resolve delays efficiently.
- Worked collaboratively with Sales, Finance, and Customs teams to streamline operations, resolve challenges, and support the achievement of organizational objectives.

- Delivered precise cost analyses to Sales, enabling effective pricing strategies that maximize profitability in operations.
- Plan and manage daily shipments, including customs clearance, loading, and final delivery.
- Ensured profitable shipment margins by optimizing transportation costs and appropriately adjusting customer charges to maintain revenue targets.
- Maintained continuous follow-up with transporters to negotiate rates and reduce transportation costs, enhancing overall operational efficiency
- Liaise with Customs Clearance Officers to identify challenges and implement efficient solutions.
- Monitor shipment progress to ensure timely and hassle-free delivery to customers
- Ensure compliance with customs and regulatory requirements during all stages of delivery.
- Handle customer inquiries and resolve issues to maintain high satisfaction levels.
- Streamline operational processes to enhance efficiency and reduce costs.
- Collaborate with Sales, Finance, and other departments to align with company objectives.
- Stay updated with new customs rules and regulations to ensure future compliance.
- Obtain approvals from higher customs authorities for detained cargo when required.
- Coordinate with Q-Terminals to resolve cargo-related issues

Customs Clearance officer (Licensed) :

DHL Global Forwarding, Qatar (May 2018 – Jan 2024)

- Prepare all kind of Customs Declarations according to Qatar Customs regulations
 - Onsite Brokers to ensure customs clearance activities and inspections are done on timely manner.
 - Onsite Brokers to ensure Inspection is done in a safe way, goods are properly packed and re-packed after inspection.
 - Onsite Brokers to report any incompliance matter or any damage or loss of the items.
 - Classify goods according to tariff coding system.
 - Examine product information to ensure compliance with regulations.
 - Pay, or arrange for payment of, taxes and duties on shipments.
 - Prepare and process import and export documentation according to customs regulations, laws, or procedures
 - Engaging with customs officer and understanding the new rules and Regulation of cargo for the future shipments
 - Obtaining Approval from Higher Customs authorities in case if the cargo is detained by customs.
 - Obtaining Approval from Q terminals in case of any issue with Cargo.
 - Onsite Clearing Shipments from all parts of PORT (CT1, CT3 BREAKBULK, CT3 RORO, LCL,)
 - Onsite Clearing TRANSIT shipments from FREEZONE Sites like (Umm al houf, Ras Laffan and Ras Abu fontas)
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Accountant and Customer Service Executive**Al Maha Projects , Doha Qatar (May 2015 – Feb 2018)**

- Updates all the daily sales works in sales register and purchase works in purchase register effectively on time. Prepares sales invoices and check the bank reconciliation statement properly.
- Updates all the monthly works in respective records and compares the company statement with bank statement. Protects organization's reputation by keeping information confidential.
- Provides financial control information by collecting, analyzing, and summarizing data and trends. Assesses risks and internal controls by identifying areas of non-compliance.
- Contributes to team results by welcoming new and different work requirements

EDUCATIONAL CERTIFICATES:

Bachelors degree of commerce - St. Aloysius university, Mangalore, 2011-2014

Higher secondary – St. Aloysius pre university 2009

Primary and secondary – Al Badriya English Medium school kpura Mangalore

SKILLS:

Communication, Teamwork, Customer Support – Satisfaction – Requirements & Service Management, Data Integrity, Customs clearance officer – Multi tasking - Logistics Management, Ocean Transportation, Finance, Organization Skills, Trade Compliance, KPI Monitoring , Negotiation, Quote, Sales.

COMPUTER SKILLS:

- Cargo wise
- Proficient in MS-Office, with advanced skills in Excel and PowerPoint.
- Well-versed in operating Windows
- Expertise in Adobe.

PERSONAL LIFE :

Fathers Name : Late Abdul Hameed

Mothers Name: Zubeida

Date of Birth : 18/09/1992

Gender : Male

Nationality : INDIAN

I declare that all the information given above is true and correct to the best of my knowledge and belief.

Thank you

Mohammad Sharukh

15 August 2025