



## HASSAN RISHAD SA

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Khalifa St, Hamdan, Abu Dhabi, United Arab Emirates

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Accomplished Logistics Professional with a proven track record in optimizing supply chain operations. Skilled in coordinating transportation, managing inventory, and implementing efficient logistics strategies. Experienced in overseeing warehouse operations and negotiating contracts with vendors to ensure cost-effective solutions. Adept at analyzing data to improve logistics processes and enhance overall efficiency. Committed to delivering high-quality service while meeting tight deadlines and maintaining compliance with industry regulations.

### PROFESSIONAL EXPERIENCE

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**NICE CARGO LOGISTICS, Kerala, India**

July – Aug 2023

Internship

Key Responsibilities:

- Oversee the end-to-end export/import process, ensuring compliance with international trade regulations.
- Prepare detailed commercial invoices for exports, specifying the goods, their value, and the terms of sale.
- Maintain records of invoices and related financial documentation.
- Create comprehensive packing lists that detail the contents, weight, dimensions, and packaging of shipped goods.
- Collaborate with warehouse and logistics teams to verify and document packing detail
- Ensure shipping bills contain accurate and complete information about the goods, value, and exporter details.
- Prepare and submit bills of entry for the import of goods, detailing the items, value, and applicable duties.
- Manage the payment of import duties and taxes and maintain related records.
- Coordinate with shipping and logistics companies to arrange the transportation of goods.
- Monitor and track shipments to ensure timely delivery and resolve any logistics issues.

**BISMI GROUP, Kerala, India**

Dec 2022-Jun 2023

Customer service associate

- Addressing customer inquiries, resolving issues, and providing timely and accurate information.
- Staying updated on product/service knowledge to better assist customers' needs and inquiries.
- Collaborating with team members to streamline processes and improve service delivery.
- Handling escalated customer concerns with professionalism and empathy.
- Assisting in identifying areas for improvement in customer service procedures.
- Contributing to a positive and professional work environment through teamwork and cooperation.

## EDUCATION

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- **Kairos Institute, Ernakulam, India** 2023  
Diploma in Logistics and Supply Chain Management – Sted Council
- **Shree Devi College, Mangalore, India** 2021  
Bachelor of business administration – Mangalore university
- **Higher Secondary** 2018  
Nios – Commerce, Kerala, India
- **High school** 2016  
Board of public examination, Kerala

## SKILLS & COMPUTER PROFICIENCY

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- Customer Support
- Problem Solving
- Adaptability
- SAP
- MS Word
- Export/Import documentation
- Time Management
- Communication
- MS Excel
- Invoice and packing list preparation

## CERTIFICATIONS

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- SAP In Material Management (Power User)
- Certification in Soft Skills - Sted Council
- Business Analytics with Excel – Simplilearn

## PERSONAL INFO

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- DOB: 05/07/2000
- UAE Light Vehicle License No : **1194040**
- Nationality: Indian
- Sex: Male
- Marital Status: Single

## ACHIEVEMENTS & AWARDS

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- Workshop on Air cargo operations at Cochin International Airport.
- Practical training Session on Cargo, Dangerous goods, In Flight services, Emergency Evacuation at Suan Sunandha Rajabhat University, Thailand.

## LANGUAGE SKILLS

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- English - Professional working proficiency
- Hindi – Limited working proficiency
- Malayalam – Native

## REFERENCE

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- Available on request.