

# HIMANSHI SHARMA

## Customs Clearance Agent

Dubai, UAE

sharma.himanshi77@yahoo.com 971561200234

### SUMMARY

Logistics professional with over 4 years of experience in UAE, Responsible for the daily Customs Clearance operations Import and Exports Shipments at DXB-HUB Gateway. As a dedicated and detail-oriented Customs Clearance Agent and Special Handling Agent, I am eager to bring my expertise in logistics and compliance to your esteemed team. My passion for facilitating seamless international trade and ensuring regulatory adherence drives my commitment to excellence. I am excited about the opportunity to contribute to your organization's success and enhance operational efficiency while delivering exceptional service to clients

### EXPERIENCE

#### ❖ Administrative Assistant, DHL EXPRESS ..... Nov 2020 — Current Dubai UAE

- Supported the day-to-day operations of the office by managing schedules, coordinating meetings, and maintaining office supplies.
- Assisted in handling customer inquiries and complaints, providing prompt resolutions to ensure a high level of customer satisfaction.
- Processed and organized shipping documentation, including invoices, tracking reports, and shipping manifests.
- Worked closely with the logistics and operations teams to ensure timely dispatch and receipt of shipments.
- Managed internal communications, including memos, reports, and notices to employees, ensuring all stakeholders were informed of updates or changes.
- Organized travel arrangements for staff, including booking flights, accommodations, and transportation.
- Assisted with payroll processing, timekeeping, and maintaining accurate records for all employees in the office.
- Contributed to the implementation and improvement of administrative processes to streamline operations and increase overall efficiency.
- Utilized various software tools (such as Microsoft Office Suite and DHL's internal systems) to track shipments, manage databases, and generate reports.

#### ❖ Special Handling Agent, DNATA (AIRPORT) ..... Aug 2019 — Sep 2020 Dubai UAE

Assist the guests on Wheelchairs to navigate through check, immigration, security checks, Transfer Desks, Duty Free, Toilets, Food Court & Boarding Gates. Assist sick Guests to Airport Clinic. Assist in Boarding Process of guests traveling in stretcher. Obtain timings of disembarkation of wheelchair guest; boarding of wheelchair guests-compare timings to evaluate service shortfalls etc. Ensure that the guests are comfortable while boarding the stretchers, especially while-taking turns and slide during boarding. Ensure that the guests does not get injured / suffer from pain during board, which may affect the health condition of the guest and also on their time performance of the flight.

### EDUCATION

#### ❖ MAHA RISHI DAYANAND UNIVERSITY ..... 2012 — 2014 MBA, Finance ..... Haryana India

#### ❖ PUNJAB UNIVERSITY ..... 2008 — 2011 Associate of Arts, Economics ..... Punjab India

### SKILLS

Computer skills (Excels, word & outlook) .....  
❖❖❖❖❖

Teamwork and Collaboration ..... ❖❖❖❖❖

Oral and Written Communication Skills .....  
❖❖❖❖❖

Problem Solving and Abilities ..... ❖❖❖❖❖

Self-Management Skills ..... ❖❖❖❖❖

Organizational Skills ..... ❖❖❖❖❖

## LANGUAGES

English ..... ❖❖❖❖❖

Hindi ..... ❖❖❖❖❖

Punjabi ..... ❖❖❖❖❖

## ACHIEVEMENTS

1. DHL Express Support Partner of the Quarter 3- 2022
2. DHL Express Support Partner of the Quarter 4- 2024

## CERTIFICATIONS AND LICENSES

upGrad Fundamentals of Digital Marketing, Google Digital Garage Social Media Marketing, HP LIFE Growing Business with Facebook

## REFERENCE

Reference available upon request