

# **RESUME**

RESMI.VP  
Flat No: 23 Building No: 100  
Road: 0306.  
Khalaf Al Asfoor Avenue, Central Manama.  
Kingdom of Bahrain.  
Mobile: +973 36083590  
E-mail: [resmisreedharan@gmail.com](mailto:resmisreedharan@gmail.com)

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## **OBJECTIVE**

To explore my potential to the highest level; by gaining knowledge and by learning skills and simultaneously adding value to the organization.

## **PROFESSIONAL SYNOPSIS**

Around 6 years of rich and valuable experience in the field of logistics.  
Presently working with Three Lines Shipping LLC, Bahrain as Operations/Customer service executive.  
Effective communicator with excellent interpersonal and organizational skills.  
Expertise in developing and monitoring the logistics network, ensuring prompt service delivery.  
Demonstrated abilities in addressing operational issues & disputes, resolving performance bottlenecks and achieving desired objectives.  
Skillful in Customer Relationship Management.

## **ORGANISATIONAL EXPERIENCE**

1. **Three Lines Logistics W.L.L – Kingdom Of Bahrain:** 2016 – Present.  
Customer service/Operations executive.
  - Managing daily routine shipments.
  - Responsible for sourcing/pricing/negotiation of freight rates with local & international agents.
  - Responsible for prompt billing & dispatching.
  - Responsible for import/export customs clearance of air/sea/road shipments.
  - Responsible for import/ export documentation.
  - Well-versed usage of e-freight software.
  - Coordinating with Bahrain airport services & other shipping agents.
  - Responsible for status/Milestone updates to customers.
2. **Milton Trans Middle East General Trading LLC – Dubai, UAE:** 2014 - 2016  
Customer Service/Logistics Assistant.
  - Mainly deal with exhibition cargo.
  - Checking and verification of Import and Export documents.
  - Price negotiation with airlines & booking cargo flights as per exhibition schedule.
  - Clearance/delivery of inbound & outbound shipments.
  - Complete inbound & outbound handling/assisting the team.

3. Karvat Group Of Companies (Traweltag/Covermore) – India: 2012 - 2013  
Marketing Executive.

- Selling travel health insurance to travel industry customers/agents.
- Giving Technical and Marketing support.
- Giving Presentations of insurance products as part of marketing.
- Maintaining customer/agents data base.
- Visiting client, Organizing events and product exhibition.
- Making daily/weekly/monthly reports to concerned team.

**SPECIAL TRAINING ACHIEVED**

One month International Airport Training at Calicut International Airport as part of IATA course.

One week Hajj Duty at Calicut International Airport.

One month Trainee in Akbar Travels of India pvt Ltd as a ticketing staff.

**EDUCATIONAL QUALIFICATION**

- IATA-UFTAA - Major Subjects: Foundation in Travel and Tourism
- Graduation - Bachelor of Arts (Tourism Studies).
- Higher Secondary Certificate – 2007

**PERSONAL PROFILE**

|                    |   |                 |
|--------------------|---|-----------------|
| Date of birth      | : | 05-May-1990     |
| Marital status     | : | Married         |
| Husband's name     | : | Anoop Madhavan  |
| Passport number    | : | N8489463        |
| Date of expiry     | : | 07-March-2026   |
| Driving license no | : | 900545615       |
| Date of expiry     | : | 28-October-2024 |

**DECLARATION**

I hereby declare that, all above given information are true to the best of my knowledge and belief.

Resmi. VP  
Date : 30.08.2020