



ALISHA DSOUZA

SENIOR CUSTOMER SERVICE AGENT - SHIPPING & CARGO

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Bahrain

PROFILE

Logistics professional with 6+ years of experience in operations and shipment documentation. Skilled in compliance, coordination, and ensuring smooth cargo movement.

WORK EXPERIENCE

SENIOR OPERATIONS EXECUTIVE

Kintetsu World Express (KWE) - April 2025 - Till date

- Manage air freight, sea freight, and road transportation operations.
- Provide shipment status updates and ensure timely shipment follow-up to support customer satisfaction
- Follow up with carriers, vendors, and internal teams to ensure timely execution
- Track pending actions and follow up to resolve issues
- Act as point of contact for shipment tracking and delivery
- Manage customs clearance and delivery processes
- Oversee clearance and final delivery of shipments
- Coordinate clearance and delivery activities to ensure timely receipt
- Handle billing and invoicing activities
- Prepare and process customer and vendor invoices
- Manage billing and invoicing processes

AIR CUSTOMER SERVICE AGENT (IMPORT AND EXPORT)

Expeditors International - KUWAIT - Jan 2019 - May 2024

- Manage routing of air freight shipments for both import and export operations.
- Handle end-to-end documentation and operational processes to ensure compliance and timely movement of cargo.
- Schedule appointments with carriers, agents, and customers, and maintain accurate daily operational reports.
- Communicate effectively with customers regarding shipment status, requirements, and issue resolution.
- Prepare, process, and reconcile billing and invoicing in accordance with contractual and operational requirements.
- Maintain and update Excel-based trackers for daily operational data, task management, and performance monitoring.

DOCUMENTATION OFFICER (IMPORT AND EXPORT)

Alghanim Industries | Kuwait - 2017 - 2018

- Prepare and manage all import and export documentation, including invoices, packing lists, bills of lading, airway bills, certificates of origin, and customs declarations.
- Coordinate with freight forwarders, shipping lines, airlines, customs brokers, and internal teams for timely shipment clearance.
- Monitor shipment status and maintain accurate documentation and operational records.
- Communicate with customers
- Support billing and invoicing processes by providing accurate shipment and documentation details.
- Maintain and update Excel trackers for daily operations, shipment schedules, and task management.

DATA ENTRY OPERATOR

Four-line Logistics | Kuwait - 2016 - 2017

DATA ENTRY OPERATOR & FRONT OFFICE EXC.

Sharaf Shipping Company | Kuwait - 2015

SKILLS

- Strong knowledge of import/export procedures, customs regulations, and international trade documentation.
- Excellent attention to detail and accuracy in documentation.
- Good communication and coordination skills to interact with customers, carriers, and internal teams.
- Proficiency in Microsoft Excel and documentation management systems.
- Ability to prioritize tasks, work under pressure, and meet tight deadlines.

EDUCATION

HIGH SCHOOL - COMMERCE (12th)
INDIAN ENGLISH ACADEMY SCHOOL
KUWAIT - **MARCH 2013**

SENIOR SECONDARY - HSC (10th)
INDIAN ENGLISH ACADEMY SCHOOL
KUWAIT - **MARCH 2011**

LANGUAGES

- English (W/R/S)
- Hindi
- Arabic - Speak
- Konkani

PERSONAL DETAILS

Place of Birth : Kuwait

Date of Birth : 06 March 1996

Nationality : Indian

Holding Valid Bahrain CPR

REFERENCE

Abdullah Fahim

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