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**Objectives**: A successful and talented Customs Clearance & Operations professional with extensive experience through implementation of the standard operations procedures and work instructions, policies and procedures, supported by excellent people management practices, resulting in improved service, productivity, people and customer results.

**Work Experience**

**Company: TNT Express – Bahrain**

**Position:** Clearance Operations Supervisor (March 1, 2015 – October 30, 2019)

**Responsibilities:** To consistently exceed our customers’ expectations and operational standards for delivered on time performance at an optimized cost and zero tolerance in respect to loss and damage.

* Leading, motivating and empowering employees through effective & open communication, excellent leadership, regular performance feedback and teambuilding in order to maximize customer satisfaction, employee satisfaction and team productivity.
* Communicate and monitor clear individual performance objectives and service standards.
* Facilitate team meetings and other two-way communication forums.
* Communicate daily service issues to the team by proactively exchanging information relating to Clearance, PUD, Operations, Customer Service and Sales.
* Provide regular information and reports to depot clearance manager as required.
* Conduct employee counselling and disciplinary actions if required.
* Ensure training and development plans are in place for every employee.
* Support the depot operations leadership development and succession planning programs by actively identifying the high potentials.
* Ensure clearance employees apply standard processes and work instructions.
* Identify ongoing service issues and recommend solutions to relevant Ops Management.
* Ensure compliance to customs procedures
* Ensure compliance to Dangerous Goods and Security policies and procedures
* Ensure employees adhere to the schedules.
* Provide real time feedback to clearance management and resource planners on any variations to volume patterns that may require adjustments to staff schedules.

**Company: TNT Express – Bahrain**

**Position:** Customs Clearance Agent (September 1, 2011 – February 28, 2015)

**Responsibilities:** Timely input of accurate consignment and piece information, check and if needed completion of customs paperwork to enable on-time clearance and delivery and in perfect condition, correct invoicing and legal & regulatory compliance.

* Check whether the consignment documentation contains all the information required.
* Report any lacking or inaccurate data to the Clearance Manager.
* Register and investigate problem consignments.
* Check that customs data and paperwork are complete and accurate in line with local, transit and destination regulatory requirements
* Ensure that all data entry and paperwork is completed fully and accurately
* Ensure that commodities are acceptable in transit and destination countries
* Ensure that all necessary paperwork is present and accurate
* Ensure all necessary validation checks are performed to ensure 100% data quality.
* Identify ongoing service issues and recommend solutions to the Clearance Manager.

**Company: Bahrain Airport Services - BAS**

**Position:** Customer Service - Clerk (June, 2008 – December, 2010)

**Responsibilities:** Has worked at passenger service unit, departure gate, Business class lounge, checking counters and the baggage counters.

**Company: Zain Bahrain**

**Position:** Sales Agent (November, 2007 – May, 2008)

* Providing Customers with comprehensive information related to Zain products.
* Updating management about items often required by customers or about new products.

**Skills & Trainings**

* Working knowledge on MS Excel, MS word, MS Software
* Working knowledge on Mainframe / SAP / Lotus notes systems
* Diploma in procurement & Supply operations (CIPS)

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| Quality Dirven Management (QDM) – 7 Models | Antitrust/ Competition Law | Anti-Corruption/ Anti-Bribery | Integrity and Compliance Awareness |
| First Aid CPR AED | Effective Business Writing | Problem Solving Decision Making | Dangerous Goods for Passenger Handling |
| Dangerous Goods Awareness Training | Customer Service Excellence | Health Safety & Manual Handling | New Supervisory Role |
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**Language**

* Arabic: Excellent speaking and writing (Mother tongue)
* English: Very Good speaking and writing (2nd language)

**Personal Profile**

* Date of Birth: 12th May 1986
* Nationality: Bahraini
* Civil Status: Married