

ARUN P R

Email: arunpr.360@gmail.com | Phone: +974 71206626

Location: Doha, Qatar | D.O.B : 17/11/1990

Experienced professional with over 11 years of expertise in logistics, operations, and customer service. Skilled in end-to-end cargo and store operations, inventory control, and team leadership. Proficient in streamlining processes and driving operational excellence. Adept at resolving customer issues and optimizing collaboration with cross-functional teams. Known for strong organizational abilities, a customer-centric approach, and a track record of improving productivity and service quality.

Professional Experience

Store In-Charge

Qaction Advertisement and Printing Company

Qatar June 2023 – July 2024

- Supervised daily store operations, ensuring smooth workflow and optimal performance
- Managed inventory by tracking stock levels, placing timely orders, and ensuring availability of products.
- Trained, scheduled, and evaluated staff performance to build a high-performing team.
- Monitored sales trends and prepared detailed sales reports for management decision making.
- Ensured the store's cleanliness, organization, and compliance with health and safety standards.
- Developed and implemented policies to enhance operational efficiency and reduce shrinkage.
- Negotiated with suppliers to optimize costs and maintain strong relationships.
- Addressed and resolved customer complaints to maintain high satisfaction levels.
- Organized promotional events and in-store activities to boost sales and customer engagement.
- Ensured adherence to cash handling procedures and reconciled discrepancies.

Senior Executive

Cargo Operations InterGlobe Aviation Ltd (IndiGo Airlines)

Bangalore Airport March 2017 – May 2023

- Managed all cargo operations, including scheduling, handling, and logistics, ensuring timely deliveries.
- Monitored inventory levels and shipment flow to maintain operational efficiency.
- Developed and enforced standard operating procedures for cargo handling and compliance.
- Coordinated with airlines, shipping lines, and freight forwarders to optimize cargo routing.
- Conducted regular safety audits to ensure adherence to industry and company regulations.
- Handled documentation such as airway bills, cargo manifests, and customs clearance papers.
- Trained and supervised staff on cargo handling and safety protocols.
- Managed resources for capacity planning and ensured cost-effective operations.
- Monitored hazardous materials handling to ensure compliance with safety standards.
- Collaborated with sales and customer service teams to resolve client queries and improve service delivery

Operations Agent DHL Global Forwarding

Bangalore Airport

July 2014 – February 2017

- Oversaw daily logistics, ensuring timely and accurate shipment processing.
- Maintained shipment tracking systems to monitor the movement and delivery of goods.
- Communicated with vendors and customers to provide updates and resolve issues efficiently.
- Processed documentation, including invoices, bills of lading, and customs paperwork.
- Ensured compliance with safety and security protocols across all operational areas.
- Supported capacity planning and optimized resource allocation for peak efficiency.
- Prepared and presented detailed operational reports to the management team.
- Collaborated with teams to streamline workflow and improve overall efficiency.
- Assisted in implementing technology and process upgrades for operational excellence.
- Ensured proper handling and transportation of sensitive and high-value shipments.

Customer Service Executive Visskan Aviation Pvt. Ltd

Ahmedabad

October 2013 – June 2014

- Responded promptly to customer inquiries via multiple communication channels.
- Assisted customers in resolving product or service-related issues efficiently.
- Processed and tracked customer orders, returns, and exchanges accurately.
- Maintained up-to-date customer information in the CRM system.
- Collected feedback and provided actionable insights to the management team.
- Guided customers through product features and troubleshooting steps.
- Ensured high service standards to enhance customer loyalty and retention.
- Coordinated with internal departments to resolve escalated customer complaints.
- Monitored customer satisfaction metrics and worked to improve service delivery.
- Identified opportunities for process improvement and suggested solutions.

Education

Bachelor of Business Management Bangalore University, India | 2013

- Higher Secondary Kerala State Board | 2010

Certifications & Training

- Dangerous Goods Handling
- Cargo CAT-6
- Passenger Cargo Aircraft Handling
- Basic Aviation and Airside Safety Supervision
- Aviation Management

Languages

- English
- Hindi
- Malayalam
- Tamil
- Kannada

Core Skills

- Air Cargo Operations
- Security Procedures
- Hazardous Materials
- Check-In
- Warehouse operations
- Aircraft Cargo
- Audit Reports
- Customer service
- Government Agencies
- Transportation Security
- Supply Chain Management
- Verbal and written communication
- Team building
- Problem-solving

IT Skills

MS office (MS Word, Excel, PowerPoint)