



Steffi Mathew

Phone:+91 8848312189

Email: steffim890@gmail.com

Career Objective:

A qualified and proved Logistics & Purchase Customer coordinator with 8 years of proficient experience in both customer retention and new vendor development. Over the years exhibited valuable communications, co-ordinations, critical thinking and problem solving skills to ensure smooth functioning of organization and organizational goals.

Work Experiences:

- 1. Southern Odyssey Pvt Ltd –Asst. Manager- (Operations Coordination) (2018-2019)**
- 2. CML BIOTECH (P) LTD, INKEL - Asst. Manager Exports & Imports-Manufacturing and Marketing medical diagnostic and Laboratory Consumables(2016-2018)**
- 3. EMAD TRADE HOUSE FZCO, UAE- Purchase Coordinator of FMCG products (2014-2016)**
- 4. DA-DESK FZE LLC, UAE: Port Data Analysis Company(2012-2014)**
- 5. Mphasis an HP Company (2011-2012)**

Southern Odyssey Pvt Ltd –Asst. Manager (Operations Coordination) – Reports to GM

- Customer follow-ups for coordination of day to day operations
- Coordination with vendors in different countries for arrangements of payment
- Preparation of invoices & official letters for Visa stampings
- Consultation with the agents regarding insurance, duties and taxes etc
- Follow up with agents for participation of foreign exhibitions/trade shows
- Preparation of daily reports on daily cash flow and order creations
- Identifies requirements by interviewing customers, analyzing operations, determining project scope, documenting results
- Provide different options to customer on plans as per the financial stability and requirements without disturbing schedules which customer has in mind.
- Identifies project requirements by interviewing customers; analyzing operations; determining project scope; documenting results
- Coordination with banks for submission of documents like FIRC (Foreign Inward Remittance Certificate)
- Arranging meetings with clients and agents for future developments future plans
- Training of team members after attending sessions on new implementations behalf of company
- Document and analyzing all calls with regards to participant inquires accurately using Call Tracking System.
- Responsible for collecting and following up with Insurance companies on pending claims.

CML BIOTECH (P) LTD, INKEL - Asst. Manager (Exports & Imports)-Reports to GM

- Preparation of Performa invoices, packing lists, Beneficiary Certificate, Certificate of conformity as per client's requirement.
- Co-ordinate all activities regarding exports/imports of the company.
- Coordinating with freight forwarders and shipping lines directly for best competitive freight rates for the customer.
- Receive the purchase order documents from our consignee abroad and dispatch it timely to consignee without any delay
- Preparation and distribution of dispatch plan to various departments for the smooth flow FG to our FG warehouse.
- Preparation of cost effective quotations for clients keeping company margins.
- Negotiating with the external vendors on local freight movements and Freight rates
- Coordinating with local transporters for the movement of goods from our works
- Follow up with customers over calls, emails to increase the international sales.
- Coordinating with 3PL providers for the dispatch of samples to customer destination.
- Arranging logistics for moving stock from warehouse to retail traders
- Maintaining monthly sales report for management review and approvals.
- Taking out best to best quotations from shipping lines for exports
- Coordination with the clearing agents for imports
- Lead a team of two in operations for smooth and easy work flow

EMAD TRADE HOUSE FZCO, UAE- (Purchase Coordinator)-Reports to Chairman

- Coordinating with clients in India, Middle East, for order requirements
- Preparation of purchase orders as per the urgency of company or sales requirements
- Follow-up with Vendors for timely material purchase
- Negotiation with the suppliers for cost effective purchase and for profit margins.
- Coordination with vendors for COA for the materials purchased for trading.
- Purchase of packing materials as per the requirement of customers abroad.
- Identifies project requirements by interviewing customers; analyzing operations; determining project scope; documenting results
- Preparation of required official Letters to present before customs authorities.
- Consultation with the agents regarding insurance, duties and taxes etc.
- Follow up with participation of foreign exhibitions/trade shows and co-ordinate with all related works floor confirmation, sample arrangements etc.
- Coordinating with the vendors for the stock availability updates to meet delivery terms.
- Preparation of other export shipping docs such as Bank Schedule, bill of exchange, Packing List.
- Submit weekly status report E.g. Shipment reports with ETA

DA-DESK FZE LLC-Sr. Executive (Operations Analyst)-Reports to Operations Manager

- Co-ordination of operators and Port agent's basis on prepayment of port costs.
- Supervising and training Junior Executives
- Coordination with the operators for the vessel arrival and port coordination.
- Performa DA Screening to give a better prospect of costs to operators.
- Querying the agents regarding a cost which has been over quoted.
- Quality checking of the screened PDA with the current Port Tariffs and agreements.

- Promoted to look after integration of DA-Desk system with two other ERP's (IMOS and SOFTMAR)
- Working as a team lead for integration customers.
- Coordination of newly inducted customers to Integration team.
- Training a team of five for synchronizing the DA-Desk system with IMOS and SOFTMAR

Mphasis an HP Company-(Customer Coordinator)-Reports to Operations Manager

- Make callout to the agents all around the United states and other Countries
- Receive inbound calls from customers and answer participant questions,
- Participants to obtain full understanding of what information is being requested.
- Responsible for collecting and following up with Insurance companies on pending claims.
- Clarifying queries of customer in regards to insurance and claims
- Follow up with the customer for new insurance policies
- Coordination with the banks and customer at a time for resolving issues
- Worked as an intermediate, on behalf of banks for the smooth flow of operations
- Receiving calls from the agents or customers on new claims and issues
- Prepared reports on daily work sheet on customer complaints and resolves

Educational Qualifications:

Post-Graduation: MBA – Human Resource from Shobith University (Distance Education)

Graduation: Bachelor of Computer Application (B.C.A) Govindas First Grade College, Mangalore

Computer Skills

- Microsoft Office (Word, Excel, Power Point, Outlook, Access)
- Proficient with Windows XP, 2007, Vista.Lotus notes – Database and Mailing
- ERP systems.

Personal Details :

Marital Status :- Married

Languages Known: English, Hindi, Kannada, Malayalam, and Tamil.