



MUHAMMAD ANZAR

OPERATION COORDINATOR

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PROFESSIONAL SUMMARY

Experienced Freight Coordinator with over 15 years of expertise in air and rail logistics. Proficient in shipment planning, scheduling, and tracking across multiple transport modes, ensuring timely delivery and regulatory compliance. Skilled at coordinating with internal teams, clients, and logistics partners to streamline operations and resolve issues. Strong in negotiating competitive rates, optimizing costs, and maintaining customer satisfaction. Well-versed in customs regulations, freight documentation, and safety standards for both domestic and international shipments. A detail-oriented, results-driven professional committed to delivering efficient and reliable logistics solutions.

WORK EXPERIENCE

Rail Direct LLC, Dubai, UAE

Operation Coordinator (Rail Freight)

2023 - Present

- Prepare and process shipping documents such as bill of lading (FCR), invoices, and rail cargo manifests, ensuring compliance with national and international shipping regulations.
- Served as the primary contact for clients, offering regular updates on shipment status, responding to inquiries, and resolving any logistical challenges.
- Coordinate with border agents to ensure timely processing of export and import declarations.
- Monitor rail shipments at every stage to ensure on-time delivery, and promptly address any delays or issues.
- Work closely with internal teams (sales, warehousing, terminal) and external partners (customs, transport authorities) to ensure smooth rail freight operations.
- Coordinate with various rail terminal teams to ensure timely collection and delivery of containers using different appointment portals.
- Resolve logistical problems, such as cargo delays, damages, or routing issues, by taking quick corrective actions.
- Negotiate rates with third-party logistics providers to reduce costs while maintaining high service quality.
- Ensure all rail shipments comply with safety regulations and standards, including weight limits, hazardous materials handling, and local freight policies.
- Keep detailed shipment records and prepare regular reports on delivery performance, cost analysis, and process improvements.
- Manage multimodal shipments using sea, rail, and road transportation.
- Prepare detailed load lists and verify container movement onto trains to ensure accuracy and adherence to schedules.
- Generate and maintain daily status reports for loaded and empty containers, providing critical data for operational decision-making.
- Compile weekly reports on container movements via rail, facilitating performance tracking and analysis.

Danzas AEI Emirates LLC, Dubai
Operation Coordinator (Air Freight)
2010 - Present

- Manage and schedule air freight shipments, ensuring timely delivery and efficient coordination with airlines, freight forwarders, and logistics partners.
- Handle dangerous goods shipments and oversee operations within the department.
- Prepare Dangerous Goods Declarations (DGD), mark and label dangerous goods according to IATA regulations and complete the airway bill process.
- Handle critical shipments, including pharmaceuticals, project cargo, temperature-sensitive items, live animals, exhibition goods, transshipment and Sea-Air.
- Inform and update team members about addendums issued by IATA and local authorities.
- Prepare and process customs documentation, including airway bills and invoices, ensuring full regulatory compliance.
- Served as the primary contact for customers, providing shipment updates, resolving issues, and offering customized solutions for their freight needs.
- Monitor and track shipments from origin to destination, managing delays or disruptions to ensure timely delivery.
- Collaborate with internal teams (sales, warehousing) and external partners (customs brokers, regulatory authorities) to streamline the freight process.
- Effectively resolve shipment discrepancies, delays, and other logistical challenges.

Sky Sea Freight International , Dubai
Operation Executive
2008 - 2010

National Handling Services , Saudi Arabia
Traffic Assistant
2008 - 2010

Decor Drapes Aviation Services , India
2006 - 2007

ACADEMIC HISTORY

B.COM (Bachelor Of Commerce)

Calicut University - 2006

CERTIFICATION

DANGEROUS GOODS REGULATIONS

GCAA Course Code FIT 4.1.D DGR Aviation Training Services LLC

KEY STRENGTH

- Logistics Expertise
- Regulatory Knowledge.
- Supervisory skills
- Problem Solving & Issue Resolution
- Proven ability to implement strategies successfully and meet tight deadlines.
- Clean profession and pleasing appearance.
- Positive attitude and motivational ability.
- Leadership & Team management
- Excellent customer service and client relation skills.
- Strong decision-making and problem-solving skills
- Quick to learn and adapt.
- Strong strategic thinking and planning abilities.

PERSONAL INFORMATION

Nationality - Indian

DOB - 31st May 1985

Language - English, Malayalam, Hindi, Tamil

Visa Status - Employment Visa

Driving License - UAE

Location - Dubai, UAE