



# Mayur Asar

Customer Service  
Specialist - Import

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Personal Details:  
15/11/1987 • Married • Indian  
Residence Visa • U.A.E Driving License

Logistics professional with over ten years of experience in Import Shipping processes. I am seeking opportunities in the area of Customer Service and Import Operations where I can utilize my expertise in client service, inbound clearance, cross-collaboration and issue resolutions. Proven ability to multitask, meet deadlines, and maintain effective communication with stakeholders. Looking to leverage my skills to meet the organizations goals.

## Areas of Expertise

- Import Management
- Customer Service
- Customs Clearance
- E-Mirsal Proficiency
- Shipping Operations
- Air Cargo Management
- Documentation Procedures
- UAE Customs Liaison
- Warehousing
- Vessel Operations

## Professional Experience

**Emirates Shipping Line L.L.C, Dubai, U.A. E**  
Senior Customer Service Executive

2015 – 2024

Perform liner duties to ensure efficient and timely work processes.

- First point of contact for customer queries and issues ensuring prompt response and resolutions. Responding to calls and emails, providing additional information for improved customer experience
- Attending to critical customer requests with proactive and swift coordination with internal teams to expedite the clearance
- Processing shipment documentation, including Bills of Lading (import), Bank Guarantees and Delivery Orders. Ensure all documents are accurate and meet compliance requirements for smooth clearance
- Ensure advance filing of import manifests in Dubai Trade portal to an average of 400 B/L's per week prior to vessel arrival
- Tracking and monitoring the progress of shipments, updating customers on delivery schedules and any potential delays
- Proficient in processing customs documentation in E-Mirsal system and resolved discrepancies
- Produced reconciliation report of import containers for validation on daily basis
- Providing NOC's and Nominations for S.O.C (Shipper Owned Containers) for release and acceptance
- Issuing NOC's of FCL's to NVOCC's
- Container Coordination, applying the gate-in and gate-out permit in Dubai Trade, ensuring seamless coordination with terminals for timely release instructions

**Seamaster Maritime L.L.C, Dubai, U.A. E**  
Shipping Executive

2013 – 2015

Accounted for independently managing vessels at ports in Dubai.

- Managed ship spare's customs clearance of air cargo and delivery to the vessels on call. Assisted Principals and arranging the various services needed by vessels while in port, such as medical services or food deliveries
- Prepared On/off signer's visas (English) for Jebel Ali/Dubai Dry Dock vessels and obtain CID approval
- Assisted with ships' crew accommodation, travel and transportation, and activities while in port
- Fulfilling ship boarding duties upon arrival and departure of assigned vessels, including meeting with captains and government officials, preparing required legal documentation
- Updating arrival details to vendors, ensuring the accuracy of daily cargo details, communicating daily updates to the captain and updating departure schedule to all concerned stakeholders
- Timely delivery of hand carried items, CTM and mobile phone to the vessel and collection of mobile phones prior to sailing

Handled documentation procedures for all logistics activities. Facilitated the flow of information and materials among the organization, suppliers, and customers.

- Maintained a comprehensive understanding of core operations and assist in planning and overseeing shipments, warehousing, distribution, customer service, and logistics services
- Executed assigned tasks to ensure accurate, timely, and efficient work processes while adhering to specified standards

## Affiliations

- Currently serving as Secretary of the Dubai Diamonds Lions Club, Dubai, U.A.E
- Served as a Mentor in the Freshman Mentorship Program at the School of Management, University at Buffalo, assisting freshmen with course enrolment, providing career advice, and maintaining ongoing communication with students

## Additional Experiences

Client's Service Intern, Aptech Computer Education, Zinj, Kingdom of Bahrain  
Merchandiser, D.D.Bros, Manama, Kingdom of Bahrain

## Education | Certifications

### IMDG Training Awareness Program (2024)

NAFL, Dubai, U.A.E

### Air Transportation System, (Currently Pursuing)

IATA

### Advanced Diploma in Shipping Business, Ship Operations & Management (Currently Pursuing)

Institute of Chartered Shipbrokers, U.K.

### Transport of Pharma Products and Vaccines by Air, (2024)

IATA

### Quality Management System, (2024)

IATA

### Bachelor in Business Administration (2009)

University at Buffalo, School of Management, Buffalo, New York, USA

### Diploma in Shipping & Logistics (2010)

Export Trade & Training Institute, Indian Merchant's Chamber, Mumbai, India

### Diploma in Air Cargo Management (2010)

RBCS, Mumbai, India

### IATA Dangerous Goods (Distinction) (2012)

RBCS, Mumbai, India

*References available upon request*