

CUSTOMER SERVICE AND LOGISTICS SPECIALIST

Marouen MAHERZI



Date of birth : 03/11/1987

Location : 57 RUE DU

DOCTEUR SCHWEITZER

33140 Bordeaux- FRANCE

Mobile : 0033.6.95.33.31.85

Email : m.maherzi@hotmail.fr

Nationality : French

Language skills : English,
French, Arabic.

Education

- Vocational Training
Qualification issued by the
Ministry of Foreign (2012)
- Bachelor Logistics and
Transport Management at
ESPL School to Angers
(2011)
- BTS International Trade at
Bernom Bordeaux (2010)
- High School Diploma in
Economic and Social
Sciences (2007)

Computer skills

Microsoft Office, Access Sphinx,
Gant, Open ERP, Cargowise

Logistics and Sales Skills

Knowledge in international law,
incoterm, customs clearance,
cargo management (air, sea and
road), quotations and sales,
customer service

Hobbies

Cultural Travel,
Swimming, Quad, Civilization, Glass-
blowing.

High-energy, dynamic, multi-lingual import export specialist with more than 5 years in Air, Sea and road international transport and logistics.

Experience in international environment, dealing with offices all around the world.

Experience in import export from Europe to America (USA, Colombia, Mexico, Panama...), Asia (China, Japan, Singapore, UAE, Kuwait, India...), Africa (Ivory Coast, Congo, South Africa...).

Managing all kind of commodities, from aircraft parts to food products (refrigerated cargo if necessary).

Capacity for adaptation, flexibility to work in a different function and different place.

Multi-cultural (French and Arabic culture), open minded and curious for all new experience.

Good knowledge of European customs clearance and specificities of other countries (Customs Regulation in South America, India and Africa, Importance of documents in China, Japan and other asian countries, Food products check in USA...)

Work History

December 2013 – Today - Air and Sea Cargo Coordinator for UTI become DSV Air and Sea :

- Negotiating with road carrier, handler, airline or sea company, customer and agent abroad (for profit share and destination charges if DAP) to earn a maximum of profit
- **More than 8000€** of profit in export after quotation and negotiation with airlines or sea companies.
- Import export **from 5000kg to 20000kg commodities –** Optimize profit by file
- Consolidate in order to have better rate and better revenue
- **Goal : Make more than 20000€ / month by Cargo Agent**
- Transport organization from shipper to consignee,
- Import export management
- Billing and customs clearance processing,
- Letter of credit shipment,
- Quotations and client rates,
- Communication with all our foreign DSV agents (prealerts, specificities for DAP or DDP shipment),
- Management of all kind of commodities (Food, aircraft parts, dangerous goods, electronics...),
- Checking dangerous declaration, commercial invoice and packing list,
- Confirmed on board
- Profit calculation,
- Invoice processing
- Key account Leader: Responsible for Magna traffic (automotive company) a major DSV France customer.

February 2013 – October 2013 - Sales Assistant for Credit Agricole Bank:

- Customers reception , bank
- Operations for customers as international bank transfer, accounts smooth running,
- **Savings account and credit cards sales.**
- Objective: **Open a new receivable account twice a day**

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March 2012 – Decembre 2012 - Econominc Mission for Dachser Morocco as Sales Representative to Casablanca :

- Customer Fidelisation(Commercial Visits), Sales
- Campaign for Italy and Great Britain, Cargoplus product Sales (International road transport),
- Prospection of potential customer
- Management of automotive customer
- Sales Lead Management (transmitting sales lead to earn new traffics)
- Spot quotation, Negotiating ,price list with customers
- Try to get the best deadline

November 2009 – January 2010 - Customs Declarant in a office customer in Tunisia :

- Customs declaration for import and export from Europe or Asia to Tunisia
- Customs clearance of drugs and veterinaries
- Freight forwarder specialized in small parcels

May 2009 – August 2009 - Commercial Assistant for a Sign maker in England (South West of England) :

- Call receipt
- Help designers for Signs
- Welcoming customer to visit workshop
- Make visit our showroom

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