

# SYED FERUZ HUSSAIN

+919866461401 • [sferozhussain@gmail.com](mailto:sferozhussain@gmail.com) • Hyderabad, Telangana, India • [LinkedIn](#)

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## Warehouse Specialist

Hi there!

I'm a passionate and detail-oriented professional with over a decade of experience in logistics, warehouse operations, and inventory management.

Whether it's air, sea, or land cargo, I specialize in optimizing workflows, improving efficiency, and ensuring everything runs smoothly and safely.

Currently, I work as a Senior Warehouse Specialist at Island Foods & Freight Ltd, where I've helped boost productivity by 90% and cut damaged goods by 50%.

I'm certified in Forklift Operation and Dangerous Goods Handling (CAT-6), and I love finding ways to make processes more efficient and effective.

My journey has taken me through roles with top organizations like Turkish Airlines, CEVA Logistics, and Qatar Aviation Services.

Along the way, I've honed my skills in logistics management, customer service, and team collaboration.

No matter the challenge, I'm driven to solve problems and deliver results.

When I'm not managing inventory or streamlining workflows, I enjoy spending quality time with my family and focusing on personal growth.

I'm always eager to learn and explore new opportunities in logistics and operations management.

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## Island Foods & Freight Senior Warehouse Specialist

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### Island Foods & Freight, Canada

Jul 2023 - Present

#### Senior Warehouse Specialist, Port McNeill

##### •Organizing & Maintaining Inventory.

- Ensuring Proper Storage & Labeling of Goods.
- Inspecting Materials for damages or defects.
- Selecting, Packing & Preparing Items for shipping as per pick slip.
- Operating Propane Forklift, Pallet Jack Forklift, Counter balance Forklift, Electronic Pallet Jacks.
- Receiving, Inspecting and Recording Incoming Shipments.
- Completing Paperwork and Digital Records for Inventory Tracking.
- Forklift Operating to load, unload and mover materials within the warehouse.
- Ensure order are packed and shipped accurately and on time.
- Collaborate with team members to improve workflow efficiency, achieving an 90% increase in productivity.
- Loaded and unloaded delivery vehicles, handling up to 6-8 tons of inventory daily, ensuring timely and accurate transfers.
- Maintained cleanliness and organization in the warehouse, implementing a weekly inspection schedule, which improved safety compliance by 70 to 80%.
- Built and wrapped pallets securely to minimize damage during transport, resulting in a reduction of damaged goods by 50% annually.
- Labeled and organized inventory systematically for easy access and efficient retrieval, decreasing picking time by 80% on average.
- Operated forklifts and other material handling equipment safely, complying with company safety protocols and minimizing incidents.
- Managed inventory, ensuring proper storage and labeling of goods in a freezer environment under -15 to -20 degrees,

### □ Writer Business Services Pvt. Ltd, India

Feb 2022 - May 2023

#### Sr.Executive-Branch Service Delivery- Administrative International Moving, Hyderabad

- Managed end-to-end relocation requirements for private customers, ensuring 100% collections and TAT compliance
- Acted as the single point of contact for customers and shippers, coordinating smooth execution of relocations
- Achieved benchmarked customer delight scores through superior service standards and proactive issue resolution
- Liaised with partners/customers to address queries and ensure timely responses to customer concerns

### CEVA Logistics, India

May 2018 - Apr 2021

#### Sr.Executive Customer Service

- Managed end-to-end customer service processes including booking, invoicing, and tracking, ensuring timely delivery.
- Coordinated with various stakeholders for smooth operational activities, enhancing customer satisfaction.
- Maintained accurate records and achieved Key Performance Targets in line with company SOPs.

### AVS Cargo Management Services P Ltd, India

Feb 2016 - Feb 2018

**Supervisor**

- Drive business by focusing on promotions, targets, and utilizing sales tools to increase revenue.
- Ensure compliance with SLA, Quality, and Performance standards for seamless station operations.
- Identify opportunities for change and continuous improvement to enhance operational efficiency.
- Lead and motivate staff to provide exceptional customer service and maintain a safe environment.

**TURKISH AIRLINES, India****Sep 2014 - Feb 2016****Executive Cargo Operations, Hyderabad**

- Managed cargo operations including reservation, DGR shipments approval, load planning, and cargo supervision for A330-200F.
- Coordinated with Ramp and warehouse staff for smooth operation, ensuring compliance with Airway bills.
- Met potential clients, improved efficiency, and monitored aircraft operations for maximum profits.

**Qatar Aviation Services, Qatar****Dec - Mar****Cargo Services Agent, Doha**

- Managed cargo services operations for various aircraft types, ensuring smooth allocation and build-up processes.
- Coordinated with warehouse agents, cargo runners, and load control to resolve any freight-related crises.
- Ensured compliance with safety regulations and company procedures throughout the shift.
- Collaborated with all departments to ensure efficient operations and adherence to airline requirements.

**Saudia Cargo, India****May - Nov****Cargo Services Agent, Hyderabad**

- Liaised effectively with GHA, Agents, and Shipper representatives for cargo acceptance.
- Checked AWB and related documents, promptly notifying agents of any corrections needed.
- Supervised loading and manifest preparation as per load plan, ensuring accurate cargo deposition.
- Maintained records of OAL activity and planned sales strategy accordingly.

**Oman Air, India****Jul - Mar****CARGO EXECUTIVE, Hyderabad**

- Prepared weekly DSR reports, provided rates to agents, and made sales calls to promote products.
- Managed shipment follow-ups, obtained rate approvals from HQ, and compiled monthly reports for headquarters.
- Signed deals for perishable cargo, visited agents regularly, and improved service levels through effective communication.

**SINGAPORE AIRLINES****Dec - Jun****Cargo as Sales & Service Agent, Hyderabad**

- Managed cargo reservations, providing special rates and route advice to agents.
- Oversaw export load planning, security measures, and manifest preparation for flights.
- Handled import document segregation, discrepancy resolution, and release to consignees.
- Developed skills in cargo logistics, security, and documentation management at Singapore Airlines.

**Oman Air, India****Feb - Dec****Reservation officer and Cargo Executive, Hyderabad**

- Handling passenger at counter.
- Ticket Issuance and date change.
- Making reservation and date change over phone.
- Trimming the flight by calling passengers.
- Sending meal request for the flight.
- Perform pre-flight checks and action queues.
- Maintaining No-Show and Offload records.

**Swiss WorldCargo - Air cargo division of SWISS, India****May - Jan****Cargo Sales Assistant, Hyderabad**

- Make bookings over the phone given by the agent.
- Receiving AWB through fax and sending same with carting order to agents.
- Interacting with agents regularly and the business.
- Keep in touch with agents over phone and meeting them personally Giving special rates to agents with comparing other airlines.
- Making weekly report of sale's call, tonnage and revenue.
- Updating AWB stock and issuing the AWB to the agent accordingly Updating record monthly.

**Air India Limited, India****Sep - May****Reservation Officer, Hyderabad**

- Making booking, reservation and changes over phone.
- Handling queries and solving them over phone by agents.
- Handling walking passenger changing date and making reservation at counter.
- Ticket issuance and collecting additional charger at counter.

- Learned filing and flight handling at the airport.

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## INDIAN SCHOOL OF BUSINESS MANAGEMENT AND ADMINISTRATION

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INDIAN SCHOOL OF BUSINESS MANAGEMENT AND ADMINISTRATION, Hyderabad, India, Master in Logistics,  
2007 - 2010

- Logistics

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### Creating Positive Conversations with Challenging Customers

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**Creating Positive Conversations with Challenging Customers**

**EF SET English Certificate 54/100 (B1 Upper Intermediate)**

**Building Self-Confidence**

**How to Crush Self-Doubt and Build Self-Confidence**

**Understanding Logistics**

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### Core Competencies

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**Warehouse Operations** Logistics Management, Shipping & Receiving

**Equipment Handling** Forklift Operation