

Siyad AbdulAziz

Internationally Certified Logistics Professional - Kerala, India

W: <http://www.worky.com/siyad-abdulaziz>

My record of academic achievements and professional career history, demonstrates attributes that make me a valuable employee. Reviewing my Curriculum Vitae will confirm that I have worked as a Technical Support Executive for Microsoft, AT&T, Symantec, Amazon.com and McAfee; (US and UK Support) with Sutherland Global Services for two and a half years.

I would like to start a career in Logistics field, as I am very much interested in Logistics and I believe it will open up a great opportunity to establish my career. I have completed SCM Hub Certified International Ocean Freight Professional (IOFLP) certification from SCM HUB (International Logistics Education and Management Services)

Siyad AbdulAziz's Professional Experience

2010 - 2012 **Sutherland Global Services - Technical Support Executive**

I have worked as a Technical Support Executive for Microsoft, AT&T, Symantec, Amazon.com and McAfee; (US and UK Support) with Sutherland Global Services for two and a half years.

My job was to support customers with their issues regarding Virus Removal, Internet Service (for AT&T, Symantec and McAfee), and issues regarding Windows XP operating System (for Microsoft). I have worked with another Sutherland process, Amazon.com Inc, which is one of the world's largest online retail sales & marketing. I have managed the new batches on budding; I have to lead the new associates and have to keep all the records of the contacts handled. I have to check, verify and correct each cases and documentation handled by the new associates. I have also been in McAfee Escalation team to call back the customers and take care of the technical issues for the multiple interaction cases. I was responsible for managing the Cab facilities for the new hires by arranging the routes and directions according to various shifts.

Siyad AbdulAziz's Education and Qualifications

2012 **Diploma - Accounting**

G-TEC Computer Education (A Division of Glosoft Technologies PVT.Ltd)

Diploma in Indian and Foreign Accounting (G-TEC International Training and Certification in Accounting) from G-TEC Computer Education (A Division of Glosoft Technologies PVT.Ltd)

Modules:

- MS Office (Microsoft Word, Excel, Power Point)
- Manual Accounting
- Tally
- Peachtree
- DacEasy
- Quick Books
- E-Accounting (ERP, E-Filing, E-Business, E-CRM)

2012 **Certificate - Ocean Freight**

SCM HUB (International Logistics Education and Management Services)

Diploma in Ocean Freight (SCM Hub Certified International Ocean Freight Professional (IOFLP)) from SCM HUB (International Logistics Education and Management Services)

Modules:

- General Over View of Continents, Countries, Seaports and Time Zones
- Basics of International Trade
- International Commercial Terms (INCOTERM-2010)

- Ocean Freight
 - Process and Documentation (Shippers Letter of Instructions, Shipping line, Freight Forwarder, Customs House Agent, Self Clearance, Loading, Customs Bonded WareHouse, Chamber of Commerce, Pest Control Services, Surveyor, Manual and Electronic Data Interchange (EDI) Filing, Cargo Inspection and Verification, General Government Procedures, Transportation, Terminal Handling Operator, Export General Manifest, Import General Manifest, Line Number, Shipping Bill, Bill of Lading, Bill of Entry, Duties and Tax, Expense calculation)
 - Containers (Type, Dimensions, Packing, Planning, Containerization, Stuffing, Ratings)
 - Basic Rules and Regulations of Customs Clearance and procedures
 - Vessel Manifest
 - Basic Rules and Regulations of Export and Import policies
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