

SHIBILA KARUVANTHIRUTHI

Vancouver, BC | 778 865 4454 | shibila409@gmail.com

Objective

Dedicated and CIFFA-certified supply chain professional with a strong academic foundation in logistics and freight forwarding. Eager to leverage practical training and academic knowledge to contribute effectively to a dynamic logistics team and acquire hands-on industry experience. Committed to delivering exceptional service and optimizing cargo movement through strong communication and organizational skills.

Professional Certification

CIFFA Certified in Freight Forwarding – May 2023

Educational Qualification

- PDD in Supply Chain and Logistics at Langara College, Vancouver (2022-2024)
- Master of Commerce (Finance), at Calicut University, Kerala India (2018-2020).
- Bachelor of Commerce, at Calicut University, Kerala India (2015-2018)

Skills

Logistics and Freight Forwarding

- Familiarised with the logistical terms, payment methods, incoterms 2020.
- Gained the knowledge of different types of transportation modes and the freight and duty calculations.
- Studied documentation and procedures regarding international transport.

Communication skill

- Clear and effective communication helped to convey the messages as intended.
- Empathetic listening helped to understand and resolve the problems in an organizational environment.
- Public speaking and presentation skills helps to present the reports and results in an effective manner.

Teamwork

- Easy adaptability and cooperativeness helped to thrive in a team environment and work well with others.
- Possessed strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times.

Customer Service

- Maintained high standards of customer service during high-volume, fast-paced operations.
- Created a network of loyal customers through cordial interactions and constant gratitude.

Work Experience

Ocean Import Specialist-Intern

DHL Global Forwarding, Richmond, January 2024 to present.

- Proficient in utilizing Cargo Wise to manage and track shipments, ensuring smooth logistical operations.
- Analyze customer orders and invoices to strategize the most cost-effective transportation methods, optimizing efficiency and reducing expenses.
- Thoroughly examine import and export documentation to accurately assess cargo contents and ensure compliance with regulations.
- Responsible for overseeing all facets of ocean imports, including booking, routing, customs clearance, and final delivery, ensuring timely and seamless movement of goods.
- Utilize various tracking systems to monitor and track cargo movements from origin to destination, ensuring transparency and accountability throughout the supply chain.
- Ensure accurate documentation and timely invoicing for services rendered, including managing sick files and billing processes.

Food service attendant

Thai Hang, YVR Airport Richmond ,1st May 2022 till present

- Collaborated with coworkers to cover extra shifts during peak hours and in the event of an unexpected staff absence, which resulted in shortened customer wait times.
- Answered customers' questions efficiently which led to 20% more favorable comments and five-star ratings from customers over the course of a year.
- Exercised a lot of tact and tolerance to handle angry and demanding customers, which helped to reduce the void, refund, and maintain a steady customer base.

Business Studies faculty

Lisford International School, Kerala, India | June 2020 - March 2022

- Monitored and assessed student performance, behavior, and social development, leading to positive behavioral outcomes.
- Encouraged open communication between parents, students, and faculty, building a strong team for student success.
- Implemented diverse instructional methods and creative activities, resulting in a 20% improvement in overall student performance.

Computer Assistant

MES Mampad College, Kerala, India June 2018- February 2020

- Managed office mail and responded to students appropriately, which increased efficiency.
- Evaluated students' performance and grade sheet preparation in MS excel which made evaluation quick and simple.

Volunteer Work

Coordinator of Student Palliative Initiative, MES Mampad College, India (2015-2018)

Assisted in a palliative care unit as a student member during my college period and exhibited adaptability and the ability to remain composed in emotionally challenging situations.