



Saloumeh Bonakdar

Management Assistant

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Languages

English (Fluent)

French (Basic)

About

With a solid background in retail logistics and customer service, including sales at Dune Shoe Shop, I excel in providing exceptional customer experiences. Fluent in English, French, and Mandarin, I adeptly meet diverse needs while managing stock efficiently.

BRANDS WORKED WITH

- Targus
- Wrapology
- Arcadia Group
- IBIDEN CO.,LTD.
- Dune shoe Shop, House of Fraser
- Navaz Co. (Canastra Inc. Canada)
- MPO Co.
- Axxom Chemical

Experience



● Customer Logistics Coordinator

Targus | Sep 2022 - Jul 2023

As Customer Logistics Coordinator (CLC) in a multinational mobile computing accessory company serving a large portfolio of global clients, I was responsible for:

- Managing the order to delivery process for customer and business in more than 5 countries under my care.
- Providing customer service to both external and internal customers ensuring that all orders are processed, generated and delivered in line with customer and business requirements.
- Interfacing with customers, sales and company's Logistics Service Providers (LSP) and acted as an advocate for my accounts to ensure you maximise fulfilment of customer orders to expected time lines and maximise revenue for the company.
- Serving as the operational point of contact for customers and countries within EMEA providing excellent customer service.
- Pre and post sales support via email, telephone, skype, and in person.
- Providing clear professional communication to customers, sales managers, and team members regarding any changes to orders or issues that would impact sales revenue.
- Collaborating with the customer planner to maximize case fill rate.
- Coordinating with logistics service providers to ensure orders are picked, packed, and delivered on time and in full.
- Managing any returns requests from customers, verify that return meets the agreed criteria, and credit pending returns.
- Processing all warranty orders and be the main point of contact for our company external care providers.
- Managing any warranty escalations from the consumer care team and provide a solution for the customer.



● Supply Chain Coordinator

Wrapology | Feb 2022 - Mar 2022

Responsible for:

- Placing the orders with the factory in China for packaging production
- Arranging delivery of pre-production and final production samples for customer confirmation via APC, GLH and DHL.
- Managing shipments based on customer requirements via airfreight, sea freight, EXW, FOB, DDU, etc.
- Managing delivery with freight companies from China for the delivery of goods either to the Wrapology warehouse or directly to the customer warehouse
- Preparing shipment documents (BL, Packing list, invoice, etc) for the client or shipping company for custom clearance of the goods
- Daily shipment monitoring of the containers in Freight company's website and updating air-table system accordingly for tracking of the cargo by the clients.
- Updating the "Quickbooks" transport management system with all the information and documents for each order.



● Export Freight Management Assistant

Arcadia Group | Mar 2017 - Sep 2017

Responsible for:

- Classification of products using the EU harmonized tariff schedule and US tariff schedule (clothing, accessories and footwear) for customs purposes.
- Coordination of road freight operations
- Processing of documentation for shipment of stock direct from origin to the USA.
- Producing Commercial Export Documentation using the internal system to ensure smooth export of merchandise from the UK to the USA by sea and air as appropriate.
- Completion of customs entries using the CHIEF website for merchandise leaving the UK.
- Checking the allocation of stock intended for the US based on US customs requirements and liaising with the Brands on any issues.
- Liaising with the US Customs Broker on US Customs requirements and clearance of goods.
- Production of additional documentation/certificates as required depending on product.
- Checking the accuracy of information received from the Distribution Centres and Freight Forwarders ensuring any discrepancies are resolved prior to dispatch from the UK.
- Dealing with queries from the Brands, Distribution Centres, Freight Forwarders and US Broker regarding the processing and dispatch of goods from the UK and direct from other origins.
- Communicating shipment information and flight details to relevant parties.
- Working as part of team to ensure all deadlines are met. .



● Import Freight Management Assistant

Arcadia Group | Oct 2016 - Feb 2017

Responsible for:

- Answering queries on timings of stock coming into the UK on a direct import basis from all origins together with queries on methods of shipment applicable.
- Coordination of road freight forwarders
- Liaising with DC's and processors over delivery issues & following up with nominated freight forwarders.
- Dealing with queries from Freight Forwarders both internationally and in the UK regarding the shipment of imported goods.
- Dealing with queries from Suppliers regarding freight forwarders and origin procedures.
- Checking the accuracy of information received and resolving queries in a timely way by communicating with B&M (Buyers & Merchandisers) and Freight Forwarders in order to prevent delays of delivery to Distribution Centres.
- Preparing weekly KPI reports and checking weekly KPIs provided by freight forwarders.
- Checking forwarders daily/weekly reports and writing activities.
- Managing daily flow of information through the Arcadia Extranet.
- Liaising with Brand Logistics to provide support and manage queries that require escalation with regard to the nominated freight forwarders.
- Preparing invoice for freight and dead-freight charges to suppliers for specific orders.
- Liaising with Supplier Compliance regarding short delivery and damaged cargo and further follow up with forwarded and suppliers.

● Shipment and Logistics Coordinator

IBIDEN CO.,LTD. | Oct 2015 - Nov 2016

Jul 2015- Sep 2015 - Shipment and Logistics Coordinator

Responsible for:

- Sales and purchase order processing and delivery arrangement
- Issuing delivery notes, sending shipping data via online system
- Getting orders from clients
- Liaison with freight forwarders, negotiating prices and rates and tracking deliveries.
- Managing lead time including liaison with customers, forwarders and manufacturing site

- Updating customer's forecasts and shipping records
- Reporting shipping cost summary to overseas HQ
- Maintain product database in the logistic system
- Coordination of loading and transportation of goods with suppliers
- Providing Proforma Invoice to the clients based on allocation and the specific client's requirements

● Sales Advisor

Dune shoe Shop, House of Fraser | Apr 2015 - Jun 2015

- Responsible for contributing to the overall performance of the store by driving sales at every opportunity whilst at the same time making sure every customer receives exceptional levels of service and enjoys their visit to the store.
- In charge of unpacking clothes, hanging them and then security tagging them.
- Serving customers at the sales counter.
- Offering face to face advice to customers on the store products.
- Maximizing the store revenue by suggesting appropriate accessories.
- Processing returns and refunds as required in line with the shop procedures
- Meeting and greeting customers when they enter the shop.
- Answering queries from shoppers and receiving deliveries from suppliers.
- Getting items from the stock room.
- Helping customers find different products within the store using the stock management system to log, check, locate and move stock both in and out of the store.
- Responsible for the daily management of the till in the absence of the senior members.
- Handling customer complaints in a calm manor.



● Sales and logistics executive

Axxom | Mar 2007 - Sep 2014

- Logistics executive for paint and resin products with the following portfolio: a. Nuplex Resin (Holland) – 2000 mt imported annually b. Sasol Solvent (South Africa) – Appr. 10,000 mt import with market value of 15m USD c. Cristal the National Titanium Dioxide Company Ltd (Saudi Arabia) – Appr. 12,000 mt imported annually d. Jana Epoxy Resins (Saudi Arabia) – Appr. 12,000 mt imported annually
- Leadership of a small team of junior logistics coordinators
- Proactive review and coordination of LC related issues with the suppliers and the customers ensuring any required amendments are implemented in a timely manner.
- Participated in Dubai Coating Show exhibition every two years
- Expedited the importing process for inflammable materials such as MEK, Acetone & Isopropylol by proactively proposing a surrender message system.
- Timely coordination and management of shipment documents such as BLs, invoices, COO & packing lists.
- Ensuring client satisfaction by providing regular updates on their shipments and keeping a live channel of information between the suppliers and the clients.
- Used enhanced negotiation skills to work within the legal frameworks around the tough situation on Iranian markets. Made considerable effort in negotiations with foreign suppliers by using various open credit systems such as 30/70 to secure a purchase for the clients.
- Monitored market trends for the main products by holding regular meetings with the main customers and reflecting the trend on the purchase and pricing of the goods.
- Conducted marketing research for importation of Maleic Anhydride followed by a methodical assessment of import prospects for Maleic Anhydride and a full research on the potential suppliers leading to a contract with a Chinese company.
- Assisting the sales department with the marketing of the monthly allocations as agreed with the suppliers.

● Sales and logistics coordinator

Navaz Co. (Canastra Inc. Canada) | Feb 2004 - Feb 2007

- Active in the field of food processing machinery, bottling and packing equipment Iran's distributor.

- Negotiation with the clients about the PI, Price and payment terms.
- Following up the payment after selling the machinery or the equipment from clients' side.
- Correspondence with supplier in order to arrange the shipment of the goods and informing the clients accordingly

- **Sales and logistics coordinator**

MPO Co. | May 2003 - Feb 2004

- Active in the field of Control Systems and Instrumentation for Petro-chemical companies & oil and gas refineries.
- Providing Proforma Invoice to the clients based on their requirements.
- Following up the offer and the payments with the clients.
- Monitoring shipments and with the suppliers and freight forwarders.
- Preparing shipment documents for submission to the clients.
- Preparing the shipment documents including invoice, BL, Certificate of origin, packing List and other

Education & Training

2003

- **Azad University**

Bachelor of Arts,

- **Industrial Management Institute**

Foreign purchase and procurement course,,