

Lany Domenic Quiah
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Road-01, Tejgaon, Dhaka-1215
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Career Objective	To obtain a challenging position in a well reputed organization where I can utilize my creative potential and analytical ability along with my educational and professional experience for the betterment of the organization.
Experiences: 15th June 2007 to 31st December 2019	<p>Organization : Homebound Packers & Shippers</p> <p>Designation : Assistant Manager-Customer Service, Import Department</p>
Major Responsibilities	<ul style="list-style-type: none"> • Provide customers an excellent service, understanding what they need and provide what they want. • Ensure complete documentation (based on import policy order) and handed over to Customs Department and follow up until clearance and delivery to the consignee's end. • Ensure prompt and effective resolution of customer complaints and focus on enhancing customer loyalty. • Develop and maintain a healthy relationship with internal and external customers, facilitate the growth of existing accounts. • Ensure timely and effective communication takes place within define time limits. • Attend on queries of clients as well from the associate and give proper guidelines towards smooth customs clearance for inbound shipments. • Update client and overseas agent as well as to the Management on daily progress of clearance, in hand. • Keeping liaison with respective carriers, shipping line to determine ETA ensure safe storage of goods on arrival at port until clearance. • Supervise and guidance to operational staffs at existing customs station to expedite clearance. • Provides assistance to finance department in terms of maintaining shipping and port costs including duty taxes for all clearance. • Keep close monitoring with Customs affairs, NBR and Ministry of Foreign Affairs as well as with concern Government authority to expedite Required IPO related permission • Maintain a positive working relationship at all levels.
Categories of Shipment handled	General Cargo, Diplomatic, Privilege, Vehicle, Non Privilege Baggage, Oil Gas Equipments, Relief goods, Project, Temporary Imports, Medicine, Personal Effects and HHGS, Foodstuffs, Live Animal, Human Remain, Exhibits, etc.
Major Clients	<p>Most of The Renown Embassy and High Commission at Dhaka/UN Organization/Oil Gas Project/Multinational/semi Multinational Organization at Bangladesh.</p> <p>Ministry Of foreign Affairs/American Embassy/Canadian High Commission/British High Commission/Embassy Of France/German Embassy/Qatar Embassy/Korean Embassy/Italian Embassy/Malaysian High Commission/Srilankan High Commission /Netherland Embassy</p> <p>Specialized and Privilege Organization:- World Bank/World Vision/ UNDP/ UNFPA/ UNICEF/ WHO/ GIZ/ UNHCR/ FAO/IFRC/ICRC/Save The Children USA etc.</p>

	<p>Commercial :- Nestle Bangladesh/Rancon Motors/Apollo Hospital etc</p> <p>Multinational Joint Venture Exploration Organization :- Chevron Bangladesh/Tullow Bangladesh /Schlumberger etc.</p>
Experiences:- 24th March 1999 14th June 2007	<p>Organization : Homebound Packers & Shippers</p> <p>Designation : Executive and Sr. Executive –Freight Division</p>
Major Responsibility	<ul style="list-style-type: none"> • Made Booking with Respective Airlines, Prepared Shipping Documents like Mawb/Hawb manifest etc. • Supervise operational staffs at Airport during loading of critical and emergency and sensitive shipment. • Full time monitor during loading/handling of Chartered flight for Heavy Equipments, Lift Van, Vehicles, HHGS for Diplomat and Project Equipment • Coordination with worldwide nominated overseas agents, negotiate and collect transshipment freight rate and arrange booking after taking exporter approval. • Prepared fortnight CSR report for Airlines • Keep close monitoring with operational team at Respective Customs station- Airport, ICD- Customs, Benapole and Chittagong during customs process of outbound shipments and update client with ETD and ETA status progress until Reach the cargo at Destination.
Achievement	<ul style="list-style-type: none"> • Have complete knowledge and guidelines for both customer satisfaction and companies • Expert in Exhibits Handling • Have received award from American Embassy.
Skilled	<ul style="list-style-type: none"> • Highly motivated and self-directed capable of multi-tasking and able to work with minimal supervision, • Able to deliver excellent presentations at a professional level. • The ability to communicate at all levels of the customer; from an executive audience as well as the ability to talk in detail on a tactical level • Excellent customer service attitude and the ability to interact with customers in a professional manner • Ability to lead a high performance customer focused team Dependability, reliability and punctuality are critical as well as maintaining a positive and professional attitude at all time • Possess excellent leadership and influencer skills and the ability to motivate and inspire staff and develop a strong team culture • Excellent organizational, planning and decision-making skills with strong attention to detail and follow-through while maintaining focus on the big picture.

Education	BSS Passed 1994-1996																																			
Co – Curricular Activities	<ul style="list-style-type: none">Member- Noakhali Probashi Christian Shamabai Shamity Limited-Dhaka																																			
Key Qualification	<ul style="list-style-type: none">Excellent organizational skills: Proficient at productively handling multiple tasks and concurrent projects. Successful at establishing procedures and coordinating efforts for more productive workflow.Good verbal and written communication skills: Capable of influencing people through different levels of communication skills. Fluent in both spoken and written Bengali and English languages.Adequate computer literacy: Ability to work fluently in applications like MS Word, MS Excel, Power Point, Internet etc.																																			
Training Attended	<table><thead><tr><th>Course Title</th><th>Year</th><th>Institution</th></tr></thead><tbody><tr><td><ul style="list-style-type: none">Business English</td><td>1999</td><td>Rapport Bangladesh Ltd.</td></tr><tr><td><ul style="list-style-type: none">Customer Service By Telephone</td><td>2001</td><td>TACK</td></tr><tr><td><ul style="list-style-type: none">International Dangerous Goods Training</td><td>2002</td><td>Bangladesh Biman Corporation</td></tr><tr><td><ul style="list-style-type: none">Developing Selling Skills Management</td><td>2003</td><td>Bangladesh Institute of</td></tr><tr><td><ul style="list-style-type: none">Effective Customer Care</td><td>2006</td><td>BD Jobs</td></tr><tr><td><ul style="list-style-type: none">Proper L/C Procedure</td><td></td><td></td></tr><tr><td><ul style="list-style-type: none">For Export & Import</td><td>2007</td><td>DCCI Business Institute.</td></tr><tr><td><ul style="list-style-type: none">Customs Procedure and Formalities</td><td></td><td></td></tr><tr><td><ul style="list-style-type: none">For Import and Export</td><td>2012</td><td>Md. Lutfor Rahman, Commissioner (Customs & Vat) Govt. of the people’s Republic of Bangladesh</td></tr><tr><td><ul style="list-style-type: none">Customer Service</td><td>2013</td><td>Ms. Rushdina Khan The Consultants & Trainers</td></tr></tbody></table>			Course Title	Year	Institution	<ul style="list-style-type: none">Business English	1999	Rapport Bangladesh Ltd.	<ul style="list-style-type: none">Customer Service By Telephone	2001	TACK	<ul style="list-style-type: none">International Dangerous Goods Training	2002	Bangladesh Biman Corporation	<ul style="list-style-type: none">Developing Selling Skills Management	2003	Bangladesh Institute of	<ul style="list-style-type: none">Effective Customer Care	2006	BD Jobs	<ul style="list-style-type: none">Proper L/C Procedure			<ul style="list-style-type: none">For Export & Import	2007	DCCI Business Institute.	<ul style="list-style-type: none">Customs Procedure and Formalities			<ul style="list-style-type: none">For Import and Export	2012	Md. Lutfor Rahman, Commissioner (Customs & Vat) Govt. of the people’s Republic of Bangladesh	<ul style="list-style-type: none">Customer Service	2013	Ms. Rushdina Khan The Consultants & Trainers
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Personal Information	<ul style="list-style-type: none">Father's Name : Mr. Mathew QuiahMother's Name : Mrs. Florence QuiahDate of Birth : 21st Nov. 1974Religion : ChristianMarital Status : MarriedNationality : Bangladeshi by BirthPermanent Address : Vill : Gopai, P.O. : Sonapur, P.S. : Sadar, Dist: Noakhali																																			
References	Mr. Henry Jacob Senior Executive Director Homebound Cell : 01755-581501	Mr. Mizanur Rahman Manager-Administration Embassy Of France Mobile: 01713-090457																																		