



# BAIJU KANJIRATHINGAL VARGHESE

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License : Have valid UAE DrivingLicense

## SUMMARY

Strategic Logistics Coordinator and UAE-licensed driver with over 5 years of experience managing end-to-end freight and reverse-logistics operations for global express services. Expert at optimizing delivery routes and warehouse workflows using data-driven insights to reduce costs and transit times. Skilled in cross-functional collaboration, regulatory compliance, and high-volume returns processing. Proven track record of elevating customer satisfaction through proactive communication and continuous process improvement. Passionate about implementing scalable logistics solutions that drive operational excellence and sustainable growth.

## WORK EXPERIENCE

REVERSE LOGISTICS SPECIALIST

Sep 2021 – Present

Aramex Emirates LLC, Dubai, UAE

- Managed end-to-end reverse logistics for domestic and international shipments, ensuring timely, cost-effective returns processing.
- Prepared and validated return documentation to guarantee regulatory compliance.
- Coordinated daily dispatch of vehicles and couriers to collect and deliver returned items.
- Implemented quality-review protocols to improve accuracy in returns handling.
- Reviewed return workflows to identify delays and recommended improvements to speed up the process.
- Resolved customer inquiries and complaints, delivering tailored solutions and maintaining a high satisfaction rate.

OPERATION & CUSTOMER SERVICE COORDINATOR

Sep 2019 – Sep 2021

Aramex Emirates LLC, Dubai, UAE

- Designed optimized shipping and delivery routes based on volume, destination, and cost, improving efficiency .
- Coordinated with internal departments to troubleshoot operational issues and fulfill same-day delivery requests.
- Served as primary liaison for customer queries, providing detailed shipment status updates.
- Generated daily and weekly performance reports for senior management to inform resource allocation.
- Developed sustainable client relationships through proactive communication and service excellence.
- Identified, documented and handled fragile/high-value shipments, ensuring proper handling protocols.

## EDUCATION

Bachelor of Engineering (Electronics & Communication)

2012 – 2016

University of Calicut, Kerala, India

## CERTIFICATIONS

Certificate of Appreciation | Aramex Emirates LLC, 2023

PROFESSIONAL SKILLS	TECHNICAL SKILLS	LANGUAGES
<ul style="list-style-type: none"><li>Route Planning &amp; Optimization</li><li>Freight Forwarding &amp; Shipment Coordination</li><li>Reverse Logistics &amp; Returns Management</li><li>Customer Service &amp; Relationship Management</li><li>Operational Process Improvement</li><li>MS Excel, PowerPoint &amp; Office Tools</li><li>Data Analysis &amp; Reporting</li><li>Team Leadership &amp; Cross-functional Collaboration</li><li>Quality Assurance &amp; Compliance</li><li>Documentation &amp; BOE Processing</li></ul>	<ul style="list-style-type: none"><li>MS Excel (PivotTables, VLOOKUP)</li><li>MS Word &amp; PowerPoint</li><li>BOE &amp; customs documentation</li><li>Route-optimization &amp; GPS dispatch</li></ul>	<ul style="list-style-type: none"><li>English</li><li>Hindi</li><li>Tamil</li><li>Malayalam</li></ul>

## ADDITIONAL INFORMATION

- Developed and standardized comprehensive SOPs for inbound and outbound logistics processes, ensuring full compliance with UAE and international shipping regulations while significantly reducing manual documentation efforts.
- Designed and delivered in-depth KPI dashboards and performance reports—tracking on-time delivery rates, cost per shipment, and return-to-sender incidents—to inform strategic decisions and drive continuous process improvements.
- Coordinated directly with customs officials, freight forwarders, and internal stakeholders to expedite clearance of high-value, perishable, and hazardous goods, successfully minimizing demurrage charges and ensuring near-perfect supply-chain uptime.
- Spearheaded cross-functional training programs on warehouse safety, reverse-logistics workflows, and the handling of fragile shipments, resulting in a notable decrease in workplace incidents and enhanced team productivity through improved skill development.