

DAWOOD RAFAQAT ALIRAFAQAT ALI

Profile

Highly motivated and detail-oriented professional with proven experience in freight dispatching, sales, and customer service. Skilled in logistics coordination, load booking, cold calling, and technical software including AutoCAD and Microsoft Office. Adept at maintaining smooth operations, client communication, and document handling in fast-paced environments. Eager to contribute to a growing logistics or technical support team.

Employment History

Freight Dispatcher at Remote / Freelance

January 2024 — Present

- Dispatched loads for various equipment types including box trucks and dry vans.
- Used dispatch software to track shipments and update clients and drivers.
- Communicated with brokers, negotiated rates, and handled load confirmations.
- Maintained driver compliance with FMCSA and DOT guidelines.
- Uploaded and managed documents including BOLs, insurance certificates, and PODs.

Sales Agent – Logistics Services at Remote / Freelance

January 2024 — Present

- Generated leads through cold calling and social media outreach.
- Presented dispatching services and closed sales with carriers and owner-operators.
- Maintained CRM records of prospects and follow-up activities.
- Built lasting relationships with carriers through excellent service and follow-ups.

Customer Support & Data Entry at Ghaffor Travel Agency

July 2023 — December 2023

- Managed booking inquiries and flight schedules using airport and airline codes.
- Ensured accurate ticketing and processed visa/travel documentation.
- Handled data entry and maintained digital records for all travel-related transactions.
- Resolved customer queries related to itinerary and scheduling.

Details

0326-4709542 Zackdawood076@gmail.com

Links

Portfolio Website

Skills

Freight Dispatching (Box Truck, Dry Van, Reefer)

Load Booking & Negotiation

Broker Communication & Load Boards (DAT, Truckstop)

Cold Calling & Lead Generation

Sales Strategy & Customer Retention

Microsoft Office (Word, Excel, PowerPoint)

AutoCAD 2D Drafting

Data Entry & Documentation

Customer Support & Ticketing Systems

Time Management & Multitasking

BOL, POD, and Rate Confirmation Handling

AutoCAD

Microsoft Word, Excel, PowerPoint

Google Workspace (Docs, Sheets, Drive)

CRM Tools (Basic knowledge)

Sales Associate at Mart

January 2022 — January 2023

- Handled POS operations for cash and digital transactions.
- Delivered excellent customer service and addressed product-related inquiries.
- Restocked merchandise and maintained inventory records.

Education

Secondary School Certificate (Computer Science), Pakistan Embassy School/College Tripoli, Libya

January 2021

Intermediate in Commerce, Punjab College January 2024

Courses

AutoCAD Essentials Course - 2024

Computer Software Fundamentals

Email Handling & Professional Communication

Document Printing & Scanning

Typing Speed: 45+ WPM

Languages

English

Arabic

Urdu