



LIMAN OKPEKU

CUSTOMER SERVICE EXECUTIVE / DOCUMENTATION
MANAGER

Contact



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4 Abeokuta street, Ire-Akari Isolo
Lagos State

Education

Bachelor in Science

B.Sc. (Hons) Sociology – University of
Calabar, Nigeria 2001–2005

Diploma in Adult & Continuing Education

University of Calabar 2000–2001

SSCE

Community secondary school Ugep,
Cross Rivers State 1998

COMMON ENTRANCE

FSLC – Government Primary School
Calabar, Cross River State 1992

Skills

- Excellent writing, communication and Interpersonal skills.
- High level of coordination and very attentive to details.
- Proficiency with Microsoft Office Tools (i.e., MS Excel, MS Word, MS Outlook etc.)

Trainings & certificate

- INTERMEDIATE AND ADVANCED MICROSOFT EXCEL (Rekrut Consulting)
- Excellent Customer Service training at Fate foundation
- IN-HOUSE TRAINING ON EXPORT PROCESSING & DOCUMENTATION (Lagos chamber of commerce and industry business education)

PROFILE SUMMARY

Detail-oriented and results-driven Senior Customer Service Executive and A Documentation Manager with 18 years of experience in the shipping and maritime industry. Extensive expertise in handling export documentation, ensuring compliance with international trade regulations, and streamlining processes for efficiency. Strong background in customer service, stakeholder coordination, and problem-solving to meet deadlines and enhance operational success. Adept at managing high volumes of documentation, reducing errors, and improving workflow efficiency. Seeking to leverage experience and skills in a dynamic organization to contribute to seamless export operations.

Experience

MEDITERRANEAN SHIPPING COMPANY 2012–Till Present
SENIOR CUSTOMER SERVICE EXECUTIVE

- 1) Entering of free days to IBOX
- 2) Sending of reminders on long dwell time containers
- 3) Resolving customers problem as relates to import.
- 4) Follow up with approval from GVA for all approved free days.

MEDITERRANEAN SHIPPING COMPANY 2008–2012
DOCUMENTATION MANAGER

- 1) Creating import invoices (local, additional and final)
- 2) Issuance of Telex release
- 3) Preparation of manifest to customs and other government agencies before the arrival of the vessel
- 4) Assist in issuance of Delivery Order (DO) to VIP Customers
- 5) Relating with MSC ports of load worldwide on mail or phone on all issues relating to import/releasing.
- 6) Sending of arrival notice to customers informing them of arrival of cargo to enable them proceed with prompt payment
- 7) Insurance of original bills of lading at destination port once instructed from the load port to do so

MEDITERRANEAN SHIPPING COMPANY 2006–2008
FRONT DESK OFFICER

Office Responsibilities:

- 1) Preparation and submitting of manifest to Nigeria Customs & NPA.
- 2) Obtaining of Rotation Number.
- 3) Updating Electronic Manifest Correctors (eMC) before arrival of vessel.