

DILANI APSARA

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Summary

Detail-oriented Document Controller with over 4 years of experience in steel trading and manufacturing industries. Currently based in Dubai, with a strong track record in managing documentation processes and supporting operational efficiency. Proficient in customer service and skilled in resolving issues efficiently while maintaining high-quality standards. Committed to meeting client expectations and ensuring timely, accurate document handling to support smooth business operations.

Highlights

- Over 4 years of experience in document control within steel trading and manufacturing
- Strong knowledge of document management systems and filing procedures
- Excellent attention to detail and organizational skills
- Skilled in coordinating with internal departments and external clients
- Proven ability to meet tight deadlines while maintaining accuracy
- Effective communicator with a client-focused approach
- Handles confidential documentation with professionalism and integrity

Professional Experience

Himalaya Steel Trading FZE / Himalaya HSF General Trading LLC group of companies, Dubai.

DOCUMENT CONTROLLER

Dec 2022 – Present

- Preparation of Proforma Invoices as per Customer requirements & Custom Documents essential to carry out the shipment from Jebel Ali to the Local Market.
- Coordinating with various departments to gather necessary information for accurate documentation.
- Preparation of Export Documents and Manage Export of Steel Materials, arrangement of Logistics necessary to ship the materials from UAE to GCC countries like Oman, Bahrain, Saudi & Kuwait.
- Hands on Experience with Passing of Various Customs declaration in Dubai Trade, Applying of Certificates of Origin in Dubai Chamber of Commerce, Providing Person pass & Material passes from PCFC portal, Attestation of Invoices from MOFA.
- Communicating effectively with internal teams, suppliers, and freight forwarders to obtain required documentation.
- Coordinating with external agencies and government authorities to ensure timely approvals and permits.
- Maintaining organized and up-to-date records of all export and import documentation.
- Generating reports and summaries as needed for management and regulatory purposes.
- Proactively identifying and resolving documentation discrepancies or issues to prevent delays in shipments.
- Providing necessary support by screening and routing mail or telephone calls, and forwarding them to the concerned department for quick resolutions of customer issues.
- Maintaining company's inventory by monitoring stock, and anticipating needs to place appropriate orders for office supplies.

- Generate tax invoices using Tally and share them with customers via email in a timely manner.
- Serving as the primary point of contact for staff as well as answering questions related to office operations

MAS INTIMATES – SLIMLINE (PVT) LTD, Sri Lanka.

DOCUMENT CONTROLLER

Feb 2020 - Aug 2022

- Generate detailed daily inspection reports using Power BI, and compile comprehensive weekly and monthly performance summaries for management review.
- Send daily quality update emails to relevant department managers, ensuring transparency and timely communication across all manufacturing sections.
- Maintain and organize manual inspection reports and other quality-related documents, systematically sorted by date and product brand for quick retrieval.
- Compile, analyze, and summarize large volumes of inspection data from various factory sections to support operational insights and reporting accuracy.
- Prepare professional templates and documents; handle high-volume scanning, copying, and formatting tasks to ensure document readiness and compliance.
- Maintain a structured filing system for both physical and digital documents, ensuring easy access, secure storage, and document lifecycle management.
- Coordinate documentation across departments with accurate tracking and version control; support audits with reliable data and contribute to process improvements

Education

- Bachelor of Arts in University of Kelaniya, Sri Lanka
- Diploma in Human Resource Management in National Youth Service Council, Sri Lanka.
- NVQ Level 4 in Information and Communication Technology from National Youth Services Council, Sri Lanka.
- English Language Advance Certificate Course in “Sudarshi” Institute in Kandy, Sri Lanka.
- Advanced Tamil Language Diploma in University Of Kalaniya, Sri Lanka.
- Document Controller (DMS) in Alison Education, Online.

Skills

Key skills	Document Control, File Management, Client Coordination, Attention to Detail, Deadline-Oriented, MS Office Proficiency, Problem Solving, Team Collaboration, Quality Focused, Confidential Handling, Electronic Document Management System, Document Lifecycle Management, Adaptability and Flexibility
Software skills	Tally, SAP, MS Office Package, Outlook & Oracle, Power BI, Share Point.
Portal skills	Dubai Trade (Mirsal II), Dubai Chamber of Commerce, PCFC Portal, MOFA Services.
Languages known	English, Malayalam, Tamil, Sinhala.

Declaration

I hereby declare that the above furnished information is correct and true to the best of my knowledge.

Dilani Apsara