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Name:

Vivi Mougkra

Job title:

Senior Customs Process Administrator

Company:

Maersk

Pathway:

Customs

Why would you encourage young people to consider a career in freight forwarding or logistics?

Freight Forwarding and Logistics is a versatile industry with endless opportunities. Whatever your background or studies, there is a role that suits you. There is a variety of roles and tasks, each customer is different, each shipment is different, even if you think you know a lot, there is always something new to be learned. Every day is a new lesson. I feel this is the most alluring part of this industry, you never get bored. It is manic, frantic, and sometimes challenging but also very rewarding and it keeps you on your toes.

How did you get into the industry?

I got in the industry by chance. When I moved to UK in 2013 - I originally come from Greece -

I worked in customer service, dealing with exports and imports, cooperating closely with customers, carriers and freight forwarders and I really enjoyed it. So, I decided to move to the other side of the fence and join a freight forwarder, specifically responsible for customs.

What does your current role entail on a day-to-day basis?

In the customs and excise team, we process imports and export declarations. I deal mainly with alcoholic goods, checking the list of containers due to be delivered. We collate all the relevant documents, forwarding them to the carriers/hauliers and our customers – proactive communication is the key.





“
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Tell us about the best parts of the job.

No day is the same and there is lots of variety. Things don't go always as planned and you must be alert and save the day. You need to think out of the box and be ready to go an extra mile if needed. Once you receive your customer's appreciation you know you did something right.

What is the most interesting product that you have shipped?

I have shipped a variety of products from chemicals, foodstuffs, hydraulic parts and machinery, books, clothing, and footwear. For me the most interesting is shoes. I can't hide it, I love shoes.

What advice would you give to young people when they first get into a role?

It doesn't matter if you don't have experience in the field, keep your eyes and ears open, ask questions, research the industry, get involved in networking groups, get connected with people from the industry, enrol in courses. Opportunities are endless. Work hard, don't leave errors and mistakes to dishearten you, instead use each error as a learning opportunity to become better, to learn a new process and grow personally and professionally. Never forget hard work comes before success.

How important is support from your colleagues?

A supportive environment undoubtedly makes a better working atmosphere, helps create a sense of community and team spirit which works as a reminder that everyone is striving towards one common goal. For me, the support, help and advice from my colleagues and Manager was and still is invaluable. From my first steps in the industry and along the way I wouldn't succeed and develop personally and professionally without a supportive team around me.

What is your proudest achievement?

After seven months in my new job, I was awarded Employee of the Month. This was recognition of a change I suggested which resulted in increased profit margin and growth in business.

Finally, can you remember what you spent your first pay-check on?

I treated myself to a shopping spree, shoes, shoes, more shoes.

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