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# Career Objective

To gain a responsible position in an organization, where I can contribute & expand my knowledge, skills and varied work experiences in a progressive and challenging environment.

# Summary

* Over 7 years work experience in a Shipping company handling Container movement update/monitoring and Regional Helpdesk Tasks.
* Knowledge in Shipping Business.
* Supported other team members and facilitated in solving daily inquiries.
* Trained others in the use of web applications and procedures needed.
* High level of written and oral communication skills
* Customer Service and goal oriented.
* Demonstrated ability to handle multiple tasks, set priorities and meeting the deadlines.
* Known for approachability and diplomacy.

# Skills

* Accuracy and Attention to detail
* System issues resolution
* Problem analysis, problem solving and decision making
* Organizational skills and customer service orientation
* Adaptability and ability to work under pressure
* Computer-literate performer with extensive software proficiency

# Professional Qualifications

* Highly skilled in performing tasks associated with system based and Helpdesk Support
* Hands on trouble shooting in system based unhandled errors/issues
* Able to assist urgent customer support in a timely manner
* Proficient in using Microsoft word and excel in making monthly submission of KPI's

# Work Experience

**Regional Helpdesk Senior Associate**

*September 01, 2014 – January 29, 2016*

*NYK – TDG E-Business Corporation*

* Assists the supervisor in monitoring, delegating and assigning daily tasks to team members
* Assists supervisor in monitoring team’s production.
* Monitors incoming and outgoing emails and replies to queries when necessary
* Assists in the preparation of Kaizen Analysis Report and formulation of counter measures for non-conformances
* Assists in the evaluation of team members' performance
* Assists in creation of team’s monthly working schedule
* Attends trade, team and other company-wide meetings, when requested
* Makes recommendations for improvements of systems, processes and procedures within his/her scope of authority and endorses to Management approval.
* Assist and reviews processes and procedures within his/her scope of authority.
* Cascades important information discussed during monthly trade or management committee meetings to direct reports
* Maintains the team’s files, hard and soft copies (i.e. Issued BL Copies, Shipper Instructions, attachments, etc.)
* To be able to lead the team in the absence of the Supervisor

**Regional Helpdesk Associate**

*May 03, 2010– August 31, 2014*

*NYK – TDG E-Business Corporation*

* Act as a main contact point of internal users/customers regarding ID registration
* Responsible in creation, amendment and deletion of system IDs used in creating bill of ladings (Oscar and Pegasus System).
* Answer daily inquiries through phone calls and e-mails from NYK onshore offices in Asia (such as Singapore, China, Thailand, Malaysia, Japan, India, Korea, Pakistan, Sri Lanka, Bangladesh and UAE) , North America and North Europe region.
* Act as a Tier 1 support if user/customer encountered an unhandled error in system.
* Coordinate with onshore (via mail/call) in providing information regarding shipment inquiry
* Preparing and sending of KPI reports and monthly statistics
* Attends monthly trade and touchbase meeting
* Files documents
* Performs other duties as may be assigned or required

**ASIA EQP Assosciate**

*July 28, 2008– May 02, 2010*

*NYK – FilJapan Shipping E-Services Corporation*

* Handles checking and clearing of IEIS-ACON Bridge errors for Japan Ports
* Sends instructions to responsible offices for container movement confirmation or movement error correction
* Follow-ups pending requests
* Checks JPN EQC errors found in EQ9521 Screen
* Handles checking and monitoring of ACON errors for Japan Ports
* Sends request to concern CSVC to release IBL upon vessels departure at port.
* Monitors incoming and outgoing emails and replies to queries when necessary
* Update SOC Container Creation for Japan in IEIS system
* Attends Departmental meetings and internal/external trainings or seminars as per directive from admin
* Performs other duties as may be assigned or required

**On-the-Job Trainee**

**Philippine National Bank - Valenzuela Branch (with certificate)**

*New account Section Secretary*

*December 13, 2005 - March 7, 2006*

**Sterling Group of Companies**

*Sterling Place Building Pasong Brach (with certificate)*

*Merchandising Assistant*

*December 10, 2007 - January 30, 2008*

# Educational Attainment

* Graduated with a degree of **Bachelor in Business Administration major in Marketing**

 Polytechnic University of the Philippines

Sta. Mesa, Manila

 2004- 2008

# Seminars and Trainings

□ **Strategic marketing Conference- Guerilla Marketing Revolution (with certificate)**

 Araneta Coliseum, Cubao, Quezon City

 July 27, 2007

□ **Caution: Marketing Professionals at work (with certificate)**

 Claro M. Recto hall, PUP Sta. Mesa, Manila

 February 22, 2006

□ **Pathways to success: Employment and Opportunities in Merchandising**

 Amado Hernandez, PUP Sta. Mesa, Manila (with certificate)

 February 23, 2008

□ **Pathways to success: Profile of an Ideal Applicant**

 Amado Hernandez, PUP Sta. Mesa, Manila (with certificate)

 February 23, 2008

□ **Pathways to success: Career investment in real estate**

 Amado Hernandez, PUP Sta. Mesa, Manila (with certificate)

 March 1, 2008

# Personal Information

Status: Single

Age: 28

Date of Birth: June 30, 1987

Language spoken: English and Tagalog