**First Name of Application CV No 1625646**

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**As A Senior Associate Officer In Import Customer Experience–Customer Service**

**Objective:**

To Work in a competitive and dynamic environment, to gain real-time industrialist experience and establish myself as an efficient team player involved in the development of the organization.

**Personal Information:**

Date of birth : 11-11-1990

Sex : Female

Marital Status : Married

Nationality : Indian

Religion : Hindu

Languages Known : Tamil, English

**Personal ability:**

Good decision maker, good analyzer of situations and Best team Player.Have great interests in learning new things and taking up challenging tasks and completing it within said time.

**Education qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **EDUCATION** | **YEAR** | **MEDIUM/ SYLLABUS** | **MARKS** |
| Higher Secondary | 2008 | H.S.E syllabus | 87% |
| B.COM[general] | 2008-2011 | [aff] university of Madras | 72% |

**Educational Achievements**

* won third prize in inter college competition in crossword Puzzle
* Proficiency prize for scoring department first in financial Accounting
* Participated in many seminars and won prizes

**Working Experience**:

Organization : Maersk Global Service Centre (Maersk Line) Chennai

Department : Customer Service –Imports

Designation : Senior Associate Officer

Period : September 2011 – October 2015

**Working** **Knowledge** / **Specialization** :

* Analyzing , Reports preparation, documentation ,customer service,

Tele calling , Maintaining Documents and Multi tasking .Maintenance of team Co-ordination, Simplification of various tasks , alignment of works and maintain team spirit .

**Roles and Responsibilities as a senior associate officer in Imports – Customer service:**

**Delivery Order Issuance-**

**UAE**

* Delivery Order and NOC issuance and updating the same in Dubai trade Link.
* Calculation of Detention Free days, sending escalations to customers and front office.

**India**

Do issuance to Customers with Routine checks – cash or credit party checks , Bill of Lading checks, Pick up, empty Drop off, Haulage updation,de-stuffing detail checks HBL checks , 2nd party checks , High Seas Sale checks , Customer mail Id checks

1. Detention , Demurrage charges calculation and waivers updates, calculation of Free days with Service contracts
2. Projects on Key Clients and Project on Error Analysis

**Invoicing**

1. AnalyzingCredit Memos Correlatingwith Accuracy and Volume Dips.
2. Projects on Key Clients as a result moreclients wereadded.
3. Report and analysis, for End to End (E2E) Project, Invoicing and Arrival Notification.
4. Discrepancies with that of Loaded and Discharged containers to be tallied and rerouted before manifestation.

* **Arrival Notification-**

1. Fixing and maintaining Arrival Notice target for Different Countries.
2. Conducting calls with Clients to improvise Success % and measure customer satisfaction.

* **Longstanding**

1. Preparing longstanding container reports for Whole cluster
2. Sending Reminder mails to customer and Origin office about Container status, Retrieving mails to Front Office for Claims and legal Actions on monthly basis.

**Work Achievements:**

* Contributed Kaizens for process simplification and Cost savings In Longstanding and Delivery Order issuance.
* Awarded Going Extra Mile Certificate - Standard Process Simplification for getting appreciation by Regional Cluster Head of SAA cluster.
* Received Customer service award For Prompt Delivery Order issuance.
* Successfully completed projects on process simplification of Longstanding process and Country working procedures.

**Technical Skills:**

* MS Office – Excel
* MS Office – Word
* Power Point Preparations
* Outlook