**First Name of Application CV No 1639500**

Whatsapp Mobile: +971504753686



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**WORK EXPERIENCE:**

**ASSOCIATE (Customer Service) AT MAERSK GLOBAL SERVICE CENTER (DAMCO)**

**(From 21st August, 2013 – 11th September, 2015)**

* Co-ordination with Vendors /Forwarders for Pre-Shipment details and Respond to clients inquiries on the phone, on the counter and those received by E-mail/fax.
* To Ensure Data quality and documents are reverted in time to the concern Party.
* Handling the entire cycle from Issuing shipping order to the Forwarder’s Cargo receipt on the Mainframe system of the Organizations.
* Issuance of Verify copies to the customers. Ensure customers are serviced in a professional manner as per the Customer Request.
* Approval to be taken from the clients for any LATE Shipment’s/ Overweight Shipments /under load shipments.
* Sending Consolidated Booking Overview Report to the vendors for the weekly shipments.
* Take ownership in solving clients' problems and establish close relationships with Client.
* Looking after new Migration of clients (Origin based) and ensuring 100% Data quality
* Handling foreign correspondence, drafting message and client queries
* Working with PEX (Process excellence) team in eliminating duplicate working & find a solution to Automate the process which will help user to achieve their individual target & Team target & it will help to reduce Error & to maintain 100% data Quality.
* Updating correct ISF details for US clients to clear custom clearance.(10+2 elements
i.e. Shipper/Consignee/Notify1/Notify2/Manufacturer/Buyer/Seller/Ship to/Container consolidator/stuffing location & country of origin/ hts code details
* Challenge of the job/problem solving:

Understanding various client specific IOPs.

Document Timeliness on cargo destined to US.

**EXTRA ACHIEVEMENTS:**

* Received an Award from Maersk for consistently delivering productivity target, in the month of Dec, have achieved 112% productivity with 100% accuracy. Primarily handling FCR for process for the PRS region but have also actively participated in the SI process for YANTIAN origin.

**Operations Co-Ordinator at ESSKAY Logistics LLC**

**(From 3rd January, 2016 – Present)**

* Handling Imports Clearance
* Costing & Quotations
* Administration
* Attending to calls (Reception)

**QUALIFICATIONS:**

2013: B.Com from Vidya Prasarak Mandal College, Mumbai with Ist class (72%).

2009: H.S.C from V.K. Krishna Menon College, Maharashtra with Ist class (70%).

2007: S.S.C from St. Mary’s Convent High School, Maharashtra with Ist class (68%).

**CERTIFICATES:**

Pursuing Diploma in Finance from Welingkar Institute Mumbai

Holds Maharashtra State Certificate in Information Technology achieving 78% .

(Computer Knowledge)

**SKILLS:**

 Strong communication and interpretation skills.

 Excellent in Excel and MS Word.

Excellent desktop user with all current updates.

 Well versed with Microsoft office.

 Typing Speed 45 WPM

**PERSONAL DETAILS:**

Date of Birth : October 10th, 1991

Marital Status : Single

Nationality : Indian

Languages known : English, Hindi, Marathi, Konkani.

Hobbies : Reading, Drawing, Painting, Listening to music.