Dhananjay

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# RESUME

# Career Vision:

To continuously seek challenges and perform to the best of my ability, want to be the most successful professional with the help of past experiences and lessons. Shall be the most knowledgeable and efficient employee for the organization and for the function through which each one achieves the goal. I would like to lead by setting examples for others and raising the bar to motivate myself. Strongly believe that mistakes are the best teachers.

Personal Details:

#### Name : DHANANJAY

**Date of Birth :** 22nd December 1976

**Age :** 39Years

**Sex :** Male

**Marital Status :** Married

**Nationality :** Indian

**Religion :** Hindu (Maharashtrian)

**Languages Known :** Gujarati, Hindi, English & Marathi

**Education Details**:

Have done Bachelor of Arts from M. S. University Baroda in the year 1998.

Have done Diploma in computer application from Morin Computer Institute. Baroda.

Currently pursuing Diploma in Logistics management from IIMM Vadodara.

**Extra Curricular Activities & hobbies:**

Hold NCC B and C certificate with A and B grades respectively.

Like traveling, music, swimming, and making acquaintances.

**Computer Proficiency:**

Have Hands on MS Office and Internet Applications.

Typing speed of 30 WPM

Good in power point presentations.

Good Key Board Skills.

**Career Highlights**

**Working as Deputy Manager- Logistics since January 2012. Key responsibilities & result areas are:**

1. Cost effective logistics operations for the organization both, domestic and international.
2. Saving cost through contracts and negotiations with vendors.
3. Timely execution of task being allotted.
4. Custom clearance and freight forwarding finalization and liaison
5. Contract Management with transporters , freight forwarders and CHAs
6. CHA coordination and timely clearance, zero demurrages and additional costs.
7. Achieving project delivery targets and completion targets.
8. Special value bond documentation with customs
9. 4% ADC claim refund from customs.
10. FEMA compliance from logistics perspective.

**Worked with Logistic Integrators Pvt Ltd as Assistant Manager- Sales & Operations from July 2010- Jan 2012. Key Responsibilities & result areas were:**

1. Generating Revenue from assigned territory with good amount of margins for the company by effective sales management & relationship management.
2. Helping customers in arriving at a mutually agreed logistics solutions for complex logistics movement.
3. Giving complete and simple logistic ideas to the client for cost effective and faster logistic movements
4. Monitoring Sales figures customer wise, Trade lane wise with superior operations management.
5. Working closely with production, procurement & logistics team at customer’s office for building confidence in services.
6. Interaction with decision makers on regular intervals for understanding their requirement better.
7. Keeping close monitor on payment outstanding in the market and keeping strict credit policy
8. Close coordination with operations team at various airports and sea ports globally for utmost customer satisfaction.

**Worked with Agility Logistics India as Key Account Manager from April 2007 to July 2010. Key result areas were:**

1. Superior customer coordination to the assigned clients.
2. Revenue generation and enhancement of margins through best customer relationship management.
3. Credit and outstanding management with the finance department at customer’s place.
4. Coordination with global offices for movement of shipments.
5. Meeting all service level agreements (SLA) agreed with the customers with minimum deviation.

**Worked with Blue Dart Express Ltd. As Executive Customer services from September 2003 to December 2005. Major tasks handled were:**

1. Customer service management
2. Revenue enhancement and cross selling
3. Customer satisfaction survey from time to time.
4. Management of account receivables within stipulated credit guidelines.
5. Close coordination with operations department for customer delight.

**Worked with Inox Leisure Ltd as Customer relations representative from September 2002 to September 2003. Key responsibilities were:**

1. Helping customers to enjoy superior movie watching experience.
2. Selling Movies for better occupancy
3. Promoting various brands advertised in the property.
4. Monitoring of online booking and call center.
5. Enhancing movie watching experience by better customer satisfaction.
6. Monitoring various customer loyalty campaigns.

**Worked with Icall India Ltd. (A Group company of Adani Enterprises) as Call Center Executive from September 2001 to March 2002**

1. The prime responsibility was of making outbound telemarketing calls to assigned territories in the United States, Generating sales leads for marketing team of Providian Bank in USA.

**Worked with Indiacom Directories Ltd. As Sales Executive from December 1998 to September 2001.**

1. The profile was consisting of generating revenue through extensive marketing for advertisements in telephone directories of various BSNL circles in the country.
2. Have worked in various states for various campaigns of advertisements.

**Present salary :** Rs.722604/- (CTC)

**Expected Salary :** Negotiable