**SAGAR PRABHA**

**CAREER OBJECTIVES**

Seeking a successful and satisfying career in Logistics & Operations Management which will require me to apply my experience and education to make an immediate contribution to the organization and assist in the accomplishment of its goals. To attain excellence in the professional world by gaining experience and exposure and help the company grow in whatever way i can through hard work and determination.

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| * Highly experienced in managing Operational Activities. * **A competent professional with nearly 4 years of experience in:**  1. Operations Management 2. Process Management 2. Client Relationship Management 4. Team Management  * Ability to provide excellent Customer Service. * Execution of AWB (Air Way Bill) and Invoice for the Clients. * Ability to perform in any scenario and get Job done. * Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. * Preparing MIS Reports as per SLA with a view to apprise management of the process operation and assist in critical decision making process. * Handling and Managing Team of 16 Executives. * Doing QC (Quality Check) on regular basis. * Self-Motivated, hardworking and goal-oriented. * High Degree of Flexibility, Creativity & Commitment. * Assessing the customer feedback, evaluating areas of improvement and providing critical feedbacks to the associates on improvements and achieving higher customer satisfaction matrices.   **KEY RESULT AREAS**  Efficaciously working towards ensuring that the:   * Control functions are accurately completed with the agreed client SLA’s. * Team operates effectively and efficiently through appropriate task allocation and the process meets the clients SLA’s day on day. |  |  |
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**PROFESSIONAL SNAP SHOT**

**Company & Location Designation Duration**

1) **Tata Consultancy Services** Executive – Operations Sep 2011 – Sep 2013

Mumbai, India

2) **Tata Consultancy Services Senior** Executive – Operations Oct 2013 – Sep 2015

Mumbai, India

3)  **Shift In charge** – Operations Oct 2015 – Apr 2016

Mumbai, India

**EDUCATIONAL CREDENTIALS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **College/Institute** | **University/Board** | **Year** | **%** |
| **PGDM** | Welinkars College of Management | Mumbai University | 2012 | 61 |
| **B.M.S** | Gurunanak College of Arts, Science & Commerce | Mumbai University | 2011 | 65 |
| **HSC** | Gurunanak College of Arts, Science & Commerce | Mumbai University | 2008 | 62 |
| **SSC** | Premier High School | Mumbai University | 2006 | 63 |

**CERTIFICATION COURSES**

* **Certified Human Resource Generalist** – IIHR (US)
* **Six Sigma Certified Professional**.

**COMPUTER PROFICIENCIES**

Have working knowledge in, MS-Word, Excel, Power Point presentations and Advanced Excel reports i.e., pivot table, Vlook up etc…which is used prepare to MIS reports.

**PROFESSIONAL EXPOSURE**

* Managed Daily Shipments to customer as per Company Quality Standards.
* Maintained Accuracy and Integrity of all Operational Information’s.
* Review Shipments According to Client Requirements.
* Implement Audit Controls to Improve Efficiency.
* Worked efficiently in group as well as an Individual.
* Updating the clients regarding the status of Consignments from time to time.
* Preparing daily, weekly & Monthly Consignment statements and provide the same through email to clients.
* Coordinate with clients for necessary documents for Consignments/Shipments.
* Coordinating with all Branch Offices located in different states.
* Ensure proper coordination with the clients.
* Good Leadership Skills and team building qualities in the internal training.
* Motivating Colleagues during Pressure situations was a skill which was being appreciated.
* Ability to provide excellent client/customer services.
* Have been awarded as the Best Employee & Performer of the Month on several Occasions.
* Provide instant solutions to problem raised are a quality possessed in me.
* Preparing MIS reports on daily basis which makes me better in using MS OFFICE.

**PERSONAL DOSSIER**

Date of Birth : 19/March/1991

Languages Known : English, Hindi, Malayalam, Tamil & Marathi

Hobbies : Playing Football, Surfing Internet to learn and develop

**Job Seeker First Name / CV No: 1801020**

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