ASHISH A. BANGERA

Date of Birth : 18th October, 1988

Marital Status : Single

**Objective** In pursuit of an opportunity and to gain long-term employment with a company that is looking to be on the cutting edge, a company that puts value on people and I can apply the invaluable knowledge and experience I have gained. I will prove to be a valuable addition.

**Core Competencies**

Client Relationship Management Strategic Planning

Client Needs Assessment Reporting / Forecasting

Negotiation Change Management

**Professional Experience**

**ǀ Maersk Global Service Centres ǀ**

—Process Expert—

April 2014 – Till Date

* First stage of Export Documentation
* Responsible for export operations for german automotive customers (Daimler, Volkswagen, BMW) and freight forwarders (Schenker, DHL, Panalpina).
* Booking for space and cargo via email & Internet through various applications including customer direct emails and queries.
* Booking includes vessel scheduling, equipment tracking, and checking equipment availability at Depots.
* Responsible to ensure 100% accuracy and total data quality with minimum error both at personal level and for the team.
* Handling Reassignments and Amendments as requested by customer.
* Handling Dangerous Cargo shipment
* Handling DGD and REEF cargo shipments as per manuals, guidelines and policies.
* Diligently updating dangerous cargo details into shipments with utmost care.
* Responsible for Activation & Confirmation of General, Hazards & Out of Gage Cargo.
* Reporting
* Updating WFM sheet and reporting to Cluster Head for workflow forecasting and staff planning.
* Updating Proforma Deadlines sheet on regular basis.
* Generating error log report and discussing the same with user in DRM.
* Maintaining confirmation templates and other Cross-Trade country spreadsheets.
* Developing pivot tables and building macros for process optimization and user convenience.
* Miscellaneous
* Communication with Origin Offices in Europe for any Customer Related Queries via BA, addressing changes in Customer’s Standard Operating Procedures to team members as and when required.
* Queue Management with handling escalations & customer reverts via emails.
* Generating process improvement ideas and implementing for process optimization.
* Managing relationship at various levels with the clients, SPOCs and Focal at different country end.
* Handling and managing Manual Team which comprises of 10 team members.

**ǀ M\*Modal Global Services Pvt. Ltd. ǀ**

—Sr. Client Service Executive—

November 2009 to December 2013

* Client Interaction
* Liaison with all the Clients in a highly professional manner; both with existing and potential customers.
* Finalizing the Client Requirements before the go-live to avoid any kind of complaints.
* Taking care of Clients’ changing requirements and specifications such as adding new physician, modification in access privileges for users, deactivating lost staffs etc.
* Attending to Client Emails on daily basis, Preparing Client Reconciliation Reports, Participating in Client Calls as per schedules and updating all the respective details for continual improvements in the Process.
* Resolving Quality issues by using logical, systematic, sequential approach with the concerned teams to deliver the Best Quality Product for the Customer.
* Monitoring overall Client Workflow and ensuring Compliance from all the teams.
* Implementation
* Effectively Planning for the Client Accounts Setups.
* Project Management for Backend Operations to ensure timely and efficient go-live.
* Coordinating with various teams viz. the Quality Team, Operations Team, Technical Teams and Front end Team for Process Optimization.
* Reporting
* Maintaining Customers’, Production Centers’, and Editing Team's multiple databases.
* Providing Weekly Reports to Front-end Management regarding Client Performance.
* Undertaken various projects such as migration of existing clients to the new platform, updating their records in systems, etc.

**Achievements**

* Earned Extra Mile Award for maintaining top notch quality in clearing huge backlogs.
* Improved the Services of the existing Clients that helped the Company to gain New Clients through referrals.
* Retained At-Risk Clients by resolving their concerns.

**Education**

* Bachelor of Commerce, Mumbai University, March 2009.
* Completed Higher Secondary Certificate, Mumbai Board in March 2006.
* Completed Secondary School Certificate,Mumbai Board in March 2004.

**Computer Knowledge**

* MS-Office Suite with Proficiency in **Advanced Excel.**
* Tally ERP 9.0
* Hands on Experience in Various In-house CRM Software.
* Typing speed of 30 w.p.m.

**Languages Known**

* English, Hindi, Marathi, Tulu.

**Interests**

* Yoga
* Football

**Job Seeker First Name / CV No: 1811424**

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