**PRASHOBH**

**PRASHOBH.331347@2freemail.com**

**PERSONAL PROFILE**

Competent and experienced professional with a proven track in Logistic Operations, Administration and Customer

Relationship Management with **Master of Business Administration for over 7+ years of experience in India and UAE.**

**ACADEMICS**

 **Master of Business Administration - (HR & Administration)** from ICFAI Hyderabad.

 **Bachelor of Business Management (BBM)** from Sir Syed Institute for Technical Studies, Kannur University, Kerala.

**ACHIEVEMENTS**

Best Customer Service Award, Passport Kendra (Tata Consultancy Services (**TCS Ltd**), Chennai.

**CAREER GRAPH**

**Maersk Logistics (DAMCO), Dubai** Aug 2008 to April 2010

 Logistics Officer

**Mint Logistics. Cochin** June 2010 to May 2011

 Logistics Assistant

**Passport Kendra (Sub of Tata Consultancy Services Ltd), Chennai.** July 2011 to April 2015

 Admin Executive

**The Hotel SIGNATURE INN – Majestic, Bangalore.** Aug 2015 to Nov 2016

 Operations Executive

**EXPERIENCE SUMMARY**

**Maersk Logistics (DAMCO), Dubai LOGISTICS OFFICER**

 Release of delivery order for import shipments.

 Arranging the shipment from the Supplier and advice customer the status of the shipments (enforcing adjustments to avoid damages & short received).

 Export Import documentation.

 Updating status of the shipments to the shippers and consignees.

 Issue and dispatch of Pre-Alert, Cargo Arrival Notices.

 Follow up & arranging the domestic & international outbound shipments as per Customer & Agent instructions.

 Print the SWB & advise the Customer & Agent with SWB for the shipment.

 Web release of bill of lading for export-import shipments.

 Investigating and corresponding to inquiries regarding distribution and shipping.

**Mint Logistics, Cochin LOGISTICS ASSISTANT**

• Safeguard warehouse operations and contents by establishing and monitoring security procedures and protocols

• Plans, coordinates and monitors the receipt, order assembly and dispatch of goods

• Controls inventory levels by conducting physical counts; reconciling with data storage system

• Completes warehouse operational requirements by scheduling and assigning employees; following up on work results

• Liaising with customers, suppliers and transport companies to ensure that delivery deadlines are met

• Resolve problems concerning transportation, logistics systems and customer issue

**Passport Kendra (Tata Consultancy Services, Chennai) ADMIN EXECUTIVE**

 Support executives, passport services to citizens in a timely, transparent more accessible, reliable manner.

 Handle enquiry related documents of citizens regarding application for passports.

 Scheduling, rescheduling/cancellation of appointments for public at passport Kendra.

 Verification of all the documents needed for applying passports.

 Submission of biometrics details and enabling the passport issuing authority to take granting decision in their presence.

 Develop and maintain records, working relationships with all relevant Government Authorities (Granting Officers and Assistant Passport Officer at passport Kendra).

**The Signature Inn– Majestic, Bangalore. OPERATIONS EXECUTIVE**

 Oversee the entire operations of a lodging establishment.

 Greet and register guests, Show, rent, or assign accommodations.

 Arrange telephone answering services, deliver mail and packages, or answer questions regarding locations for eating and entertainment

 Collect payments and record data pertaining to funds and expenditures.

 Inspect guest rooms, public areas, and grounds for cleanliness and appearance.

 Book tickets for guests for local tours and attractions.

 Manage staff, preparing work schedules and assigning specific duties.

 Reviewing operational problems guest as well as staff.

 Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints.

**DECLARATION**

I hereby declare that the above furnished details are true to the best of my knowledge and belief.