**AKSHAY**

**AKSHAY.335534@2freemail.com** ****

**OBJECTIVE**

To obtain a challenging post at your reputable organization that will utilize both my educational background and professional experience to contribute to the organization's noble and humanitarian goals and simultaneously provide excellent opportunities for career development and personal growth.

**AREAS OF EXPERTISE & EXPOSURE**

**Process Associate at Maersk Global Service Centre Pvt. Ltd, Navi Mumbai, Maharashtra**

**(Sep 2016 to Dec 2016)**

Duties & Responsibilities:-

* Strategically plan and manage logistics, transportation and customer services
* Direct, optimize and coordinate full order cycle
* Develop and enrich customer service experience
* Resolve any arising problems or complaints
* Meet cost, productivity, accuracy and timeliness targets
* Excellent analytical, problem solving and organizational skills
* Ability to work independently and handle multiple projects
* Managing end to end shipment cycle

**SITEL, Andheri, Mumbai**

**Customer Service Professional**

**(Aug 2015 to July 2016)**

Key Responsibilities and Achievements:

* Worked for Customer Satisfaction by solving queries through all channels Chat, E-mails and Calls.
* Was hired as a call agent but was encouraged to learn emails and chats due to good process knowledge and enthusiasm.
* Worked directly with Clients to achieve better results.
* Was awarded as Promising Agent for the month twice.
* Training new Employees for better performance and help achieving their goals.
* Achieved targets for every month with Excellent Quality Performance Rankings.

**KEY STRENGTHS**

* Ability to handle multiple assignments and prioritize tasks well under pressure.
* Extremely dedicated team player, but able to work independently.
* Excellent Troubleshooting skills and quick learner..
* Understanding and following work rules and procedures.
* Ability to take the initiative in learning about new technologies and adding value to organization.
* Efficient and Effective team player.
* Maintain positive attitude in the face of changes in work assignments.
* Team coordination and group skills.

**SKILLS**

* Excellent Knowledge of MS Office ( Advance Excel, Word, Outlook, PowerPoint )
* Excellent Knowledge of Computer
* Time management
* Handling pressure

**ACADEMIC CREDENTIALS**

* Pursued BMS (Bachelor in Management Studies) from MUMBAI UNIVERSITY and passed with Second Class in the year 2015.
* Pursued HSC from Model College, MAHARASHTRA BOARD, specialized in commerce passed out in the year 2012 with First Class.
* Pursued SSC from Don Bosco high school, affiliated under MAHARASHTRA STATE BOARD, and passed with First Class in the year 2010.

**PERSONAL DETAILS**

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| --- | --- |
| Date of Birth | : 05/24/1994 |
|  |  |
| Place of Issue | : Mumbai |
| Date of Expiry | :16.08.2025 |

Languages Known : English, Hindi, Marathi and Tulu.

Nationality **:** Indian

**DECLARATION**

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