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|  | New_logoContact HR Consultant for CV No: 341794E-mail: response@gulfjobseekers.comWebsite: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>Educational Qualifications

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| **Degree** | **Institution/University** | **Year** | **Grades** |
| B.Com | Commerce | Bharathidasan University | 58% |
| HSC | Commerce | Tamilnadu State Board | 81% |
| SSC | - | Tamilnadu State Board | 74% |

Employment Record**Company Name:** 1. Maersk Global Service Centre(Nov 2012 – Sept 2015) - Denmark based multinational company2. Exide Life Insurance Company Limited (Oct 2015 – Jan 2017) – Bangalore based Insurance Company**Designation:** 1. Associate – Global Special Cargo Pricing 2. Customer Service Representative  Process Overview **MAERSK:*** Analyzing and fixing the prices globally as per prevailing market conditions also with historical volumes on those locations.
* Quoting the best BAS level to the customer for port to port combination to all kind of customer.
* Harmonize with String analysts, Trade and marketing desks, Customer service, direct sales and providing required information and rates to customer.
* Approving the special cargo like (BBK & OOG) into vessel.
* Whether the cargo can able to load in the particular mentioned vessel or any other option to change the vessel due to the dimension.
* Absolutely responsible to obtain potential volume of the locations for setting up the rates and submit to sales force globally.
* Entirely responsible for optimal utilization of the vessel by providing attracting price discounts and some surcharge negotiations with respective string analysts.
* Creating the routes in MePC (Maersk Enable Product Catalog) for globally, so that the container will move accordingly to all over world without any kind of issue.
* Involves inbound calls from customers, front line sales, management desks from all over the world and resolving their queries on special cargo rates.
* Get in touch with the vessel **GSP** (**G**lobal **S**towage **P**lanner) through the phone and E-mail on a daily basis to get the confirmation for the special cargo loading into the vessel and inform the same to customer as well.
* Frequently used to have a talk with Terminal Operations Department globally for Special cargo stuffing norms.
* Imparted training to the upcoming junior batches to entail on the process knowledge.
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Professional snapshot of MAERSK

* Previously was working with **Maersk Global Service Centre**, Chennai as a Pricing Analyst in **Trading and Marketing, Pricing Analysis & Disputes department**.
* Exposure in streamlining business processes, defining continuous improvement processes, accelerating employee’s strengths and building powerful teams that can conquer any obstacles.
* Experience in mapping business requirements and coordinating in developing and implementing processes in line with the pre-set guidelines.
* Knowledge in setting out quality standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality customer experience.
* Proficient in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
* Ensuring that the process surpasses achievement of delivery & service quality norms for all valuable clients.

Achievements at MAERSK

* Have received an **Excellence award** from the director for the performance.
* Have received **CHAMP** of the month award for quarter best performance in three times.
* Have got **Customer service award** for the best SLA achievement.

Client Relationship Management:

Managing service operations for rendering and achieving quality services; providing customer support by answering queries & resolving their issues, ensuring minimum TAT.

Key Highlights:

* Single Point of contact for the entire GSC in designing Pricing and Quoting tool.
* Participated in Video conference call with Stake holders to discuss about the process improvements and knowledge sharing on a monthly basis.
* Based on the changes suggested by the TM/PM, need to identify the concepts that could be presented at BPO meeting.

EXIDE LIFE INSURANCE:

* Interacting with the customers through cold calling and explaining them about our products so as to make them convert as a prospective customer.
* Retrieving the policy details of the existing customers and reaching them on phone to inform about the new policy structure.
* Reminding the existing customers on the policy renewal.

DECLARATION

 I declare the above give information is true to the best of my knowledge.