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|  | New_logo  Contact HR Consultant for CV No: 341794  E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)  Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  Educational Qualifications   |  |  |  |  | | --- | --- | --- | --- | | **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 company  2. 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. |

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.