***Subhatra***

Subhatra.343163@2freemail.com

C/o- +971502360357

**Professional Summary**

* Around 13 years of experience in the field of customer service, operations and finance coordination.
* Worked with various industry sectors such as IT, ITE (BPO), Cargo and Trading companies
* Core strengths are into operations management for customer services, financial operations for large scale freight transportation companies.
* Demonstrated competence in Leadership, Team building and sales related activities.
* Excellent skills in cost Accounting, Business Statistics and Operation Research

**Academic Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **University** | **Specialization** | **Division** |
| MBA – 2007 | University of Madras | Human Resources | First |
| B.com – 2003 | SIETCollege for Women | Commerce | First |
| B.C.A – 2003 | IGNOU | Computer Applications | First |
| HSC – 1999 | GSPT Girls HSC School | Commerce with Computer Science | First with Distinction |
| SSLC - 1997 | GSPT Girls HSC School | Mathematics | First with Distinction |

**Computer and other Technical Skills**

* Microsoft Office Word, Excel, Access, PowerPoint, Outlook Express
* Microsoft Windows XP, Microsoft Visual basic, C , C++ and Internet skills
* Typewriting English Senior Grade – First Class

 **Professional Experience**

**Allcargo Logistics Ltd Senior Executive – Customer Service [Since Dec 2012]**

Allcargo Logistics currently operates out of 189 own offices in 89 countries and gets supported by an even larger network of franchisee offices across the world. Allcargo Logistics Ltd. is one of India's largest publicly owned logistics companies, listed on the Bombay Stock Exchange and The National Stock Exchange of India.

***Key achievements and responsibilities***

* Successfully liaising with customers, transporters, customs officials, internal departments and contributes to overall service efficiency.
* Ensures customer retention and Handle effective communications with customers such as timely response messages for imports/exports operations.
* Effectively managing the resources such as optimize the warehouse utilization for import and exports
* Prepare, review and monitor daily movement and timely dispatch of reports.
* Ensure faster turnaround time for import and exports by effectively coordinating with transporter to empty the containers from and to CFS.
* Liaise with customs port officials proactively and manage all permissions, matters to the satisfaction of CFS operations.
* Suggested many process improvements for overall efficiency and cost effective operation at CFS.
* Procuring data on competition analysis, market survey, forecast report and other statistics.
* Preparing PPTs for weekly / monthly meetings.
* Providing secretarial functions to Sr. General Manager of the facility.

**S.B.Combinex Impex Pvt Ltd., Chennai. Manager – Operations [April ‘09 – Nov‘12]**

S.B.Combinex Impex Pvt Ltd., is an Associate of Essve Tech Oy Finland. An exclusive distributor for fasteners & sealants. Fasteners are used for building the mobile network towers & equipment manufacturing industry. Fire Seal sealant is used in building ships to prevent from fire.ESSVE Group is the leading company in fasteners and sealing, supply products and services for professionals working in the area of: construction, manufacturing industry, automotive, electronics and marine/offshore.

***Key achievements and responsibilities***

* Reported to Managing Director and handled the overall operations of the organization.
* Accountable for direct Interaction with Clients to determine the material requirements, forecast, pricing, stocks management, schedule deliveries.
* Liaised with Suppliers at Origin for order placement, inventory maintenance and pricing.
* Successfully coordinated with CHA, for bonding, de-bonding of materials and transfer materials from Bonded warehouse to client place.
* Effectively handled re-export shipments and handled customs issues during such operations.
* Closely followed up with shipper at origin & CHA to ensure timely deliveries, supported sales operations and effectively handled escalations.
* Efficiently planned the day-to-day activities and task delegations, Handled, TDS, VAT, CST and Income Tax of Company & Individual, Prepared cash flow statement and presentation to the top management.
* Handled employee payroll, contract agreements and managed the recruitments, staff development
* Monitoring: Invoicing, Placing orders, MIS reports(AR, AP, Stock, Bank, etc.,)
* Prepared and handled client and management presentation as and when required.
* Liaison with bankers for inward and outward remittance, coordinated with insurance for the shipments.

**KGiSL - KG Information Systems Pvt Ltd. Client Accounts Executive [Nov’07 to July ‘08]**

KGiSL is a one of the leading software product companies in the High Tech, Financial Services, Communications, Retail and other industries.

* As acting administration officer, managed the overall administrative activities of the company.
* Accountable for invoice management –Generated, maintained Invoices periodically for rendering software services to Companies in US & UK.
* Prepared and managed company confidential reports, revenue reports, receivable reports, Outstanding reports, Billing Masters and Time Sheets
* Handled client’s queries regarding invoices, outstanding payments and managed contract agreements.
* Ensured compliance with accounting deadlines, Liaised with all clients regarding financial transactions, coordinated complete recruitment process, Presented Head Hunting reports to Management.

**Other Engagements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Industry** | **Duration** | **Designation** |
| Virtusa (India) Private Ltd.  | Software Development (US Based MNC) | Nov’ 05 to Jun ‘07 | Senior Executive - Finance |
| USV Pharmaceuticals, Chennai | Pharmaceuticals | Sep ‘03 to Oct‘05 | Assistant – Accounts and Administration |

**Personal Details**

Age & Date of Birth: 33 Years & 30/01/1982

Languages Known: Tamil, English & Telugu.

Place of Issue: Chennai, India

Date of Issue: 3rd March 2016

Attitude: Accommodative, Easily suited to all challenging environments & Team Player/Team Leader

Hobbies: Listening to music

 ***Reference:*** References can be provided on request.

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