**VIVEK**

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Dubai, UAE.

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**Objective**

To Be an active employee who contributes to the Mission, Vision, and Values of the company.To give excellent performance and to translate my knowledge, skills and abilities into value for the organization.

**Education**

**Master** of **Business Administration** Aggregate: 67 %

Logistics & Shipping Year : 2014– 2016

Indian Institute of Logistics

**B.sc Computer Science**Aggregate: 65%

D.G Vaishnav College Year : 2011 – 2014

**DCS ( Diploma in Cellphone Service )**Year : 2011

Computer Software College

**School Level**

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HSC,Victory Matriculation Higher Secondary School, Percentage of Marks 66%, Year of Passing 2010.

SSLC, TerapanthJain Vidhyalaya Matriculation School, Percentage of Marks 70%, Year of Passing 2008.

**Computer Proficiency**

Basic Operating systems such as Windows 7, Windows XP etc.

Good Proficiency in MS Office Tools (MS Word, MS Excel & MS PowerPoint)

Excellent command over Mail communication. (Microsoft Outlook, Windows Live Mail)

Good Typewriting Skills.

**Experiences**

**Executive – Operations Support | CMACGM SSC | Chennai,India
October 2015 – December2016 (1 Year and 2 Months)**

Controlling the Detention, Demurrage, Storage & Monitoring charges of Countries Primarily Malaysia,Singapore, Japan, Germany creating D&D Invoices on the allotted countries.

Raising D&D invoices for the said countries and dispatching through emails to the said countries customers adhering with the agency norms.

Ensuring all customer emails and phone calls actioned in a prompt and timely manner.

Taking ownership for any problems or issues encountered by customer and act as a primary point of contact for customers by liaising with Global agencies.

Handle and resolve customer complaints with relevant desks to improve customer experience with CMA CGM.

Trained more than 50 members withthe DDSM Process along with Basic Shipping.

Allotted as a Asia Cluster SPOC with a Team of 7 engaging the cluster countries in achieving the daily target ensuring the Clusters productivity&accuracy of the Process.

Build and manage Agencies relationships through regular and scheduled sessions to discuss issues at hand and improvement opportunities.

Migrated the Colombia Export D&D process from Colombia CMA CGM Agency to SSC through WebEx.

Received **“BCMS Coverage Award**” for processing maximum volume of BCMS.

**Internship | Leaap International Private Limited | Chennai,India
February 2015 – April 2015 (3 Months)**Learned the Operations of Transportation Planning &Organized Trailers for Export and Import Movement .

Track & Trace in Chasing Trailers Movement of Export & Import.
Learned & Prepared Export Documentation & filed Bill of Lading.

Observed & Organized Stuffing & De-stuffing for Export and Import Movement inVarious CFS.

**Major Strengths**

Dynamic Motivator and Hardworking .

Efficient and Results Oriented.

Excellent Team Player.

Solutions Oriented when Meeting and Resolving Challenging situations.

Good in Interpersonal Relationship and Organization skills.

**Achievements**

Have been Awarded as **Best Manager**in **COMBAT 2K14** National Level

 Fest – D.G.Vaishnav School of Management.

Have been Awarded in **Bon Voyage** in **PARADIGM 2K14** National Level

 Symposium – Ethiraj College for Women.

Have been Awarded as **Best Management Team** in **COMBAT 2K15**

National Level Fest – D.G.Vaishnav School of Management.

**Personal Details**

Languages Known : English, Tamil, Hindi
Date of Birth: 13.03.1993
Nationality : Indian

Visa Type : Visit Visa
Availability : Immediate to Join