** RESUME**

RajKumar

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***Career Goal***

To effectively contribute towards the goal of the organization in a challenging and creative environment and to effectively strive to contribute and exceed expectations, continue to learn, drive positive change and enjoy work.

***WorkExperience***

**Company** : **DNATA Cargo**, Dubai

**Designation** : Cargo Assistant

**Date** : May 2003 – Dec 2007

**Responsibilities**:

* Controlling team of porters and equipment operators in the handling of all cargo related activities.
* Processing all associated documentation manually with the help of Automated system called HHT(Hand Held Terminal).
* Data updating for both import and export as instructed by the principal.
* Have a thorough knowledge and practical experience of doing cargo build up for all types of passenger and freighter flights with specified contour requirements.
* Export build up & Import break down.
* Import documentation.
* Road feeder service (R.F.S) outbound and inbound cargo by truck.

**Company** : **Pharmatrade L.L.C**., Dubai

**Designation** : Warehouse&Preparation Supervisor

**Date** : Sep 2009 – Mar 2014

**Responsibilities:**

* Releasing SO as per the emails from division and generate pick slips.
* Attaching copies of LPO along with pick slip and forward the same for preparation.
* Answering Medical rep, customers calls for availability of stock and related queries.
* Preparing delivery orders and hand over the same to dispatch section.
* Follow up with division & customer to issue LPOs on ADR.
* All the signed delivery notes have to send for invoicing along with the LPO copies.
* Make sure all the acknowledged delivery notes have to receive back from the dispatch team.
* All the signed delivery notes have to send for invoicing along with the LPO copies.
* Following up of purchase order with procurement dept as & when required.
* Stock transfer / advising receiving team to put IR as and when required.
* Credit note verification and forwarding same to dispatch for submission to customer.
* Handling of loans to and from the Principles.

**Company** : **Mango Cabs Tours & Travels**, Trivandrum,Kerala

**Designation** : Call center Executive

**Date** : Sep 2015 – Nov2016

**Responsibilities**:

* Promptly answered reservation inquiries via telephone, fax, voicemail and/or email in a friendly and professional manner
* Analyzed data to determine availability and rates
* Entered reservations into the property management system both completely and accurately
* Produced and sent letters of confirmation and other well-written correspondence
* Obtained and transmitted accurate information for each reservation
* Gave detailed information as needed to callers regarding rates, packages and all aspects of the resort

***PersonalStrength***

* Excellent communication and interpersonal skills.
* Open to all new technologies which will add value to the organization.
* Efficient and effective team player.
* Maintain positive attitude in the face of changes in work assignments.
* Team coordination and group skills.
* Good experience in working on the borders between Clients, Suppliers, End users & Third party application partners

***AcademicProfile***

* Have successfully completed *Introduction to Civil Aviation from Emirates Aviation College.*
* Completed Diploma *in Dangerous goods handling from Emirates Aviation College.*
* Pursuing*Bachelors in Management studies from International School Business Management*
* Completed*Higher Secondary* from New Indian Model School, Dubai in 2001.
* Completed*SSLC* from New Indian Model School Dubai in 1999.

***TechnicalProficiency***

**Software** : Microsoft Office Suites.

**OperatingSystem** : MS Windows.

***Appreciation***

Team spirit and the enthusiasm and hard work displayed during the Freight Gate 5 opening in may 2007.

**Declaration:** I hereby declare that the above mentioned particulars are true to the best of my knowledge and belief.