**Shoa**

**Shoa.351494@2freemail.com**

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**Professional Qualification**

A professional with more than 6 years of experience in trade finance and Supply Chain Management.

Personal Skills - Creative, Positive Attitude, Team Building,

I have a strong desire to pursue a career and grow successfully in a professional organization that offers a challenging and stimulating Environment to work where I can utilize my intelligence and innovative.

Letter of Credit and documentation expert.

Well versed with UCP 600 and ISBP Rules

MS- OFFICE, MS- Excel, MS-WORD, MS-POWERPOINT & INTERNET APPLICATIONS
B.Com from Rohilkhand University, (2009)

Summary

Currently associated with (Jaguar Steel and Coal PTE Ltd. Singapore) as Process Manager – Trade Finance & Documentation.

Work Experience

**Jaguar Steel and Coal PTE Ltd. (New Delhi, India) Logistics Officer(Import- Export)**

**(Trade Finance& Documentation)**

 October 2015 – August 2016

**Roles and Responsibilities:**

• Overall responsible for the import and export documentation.

• Documentation for letter of credit presentation as per UCP 600.

• Coordination between the advising bank and issuing bank.

• Presentation of Export Documents in the Bank, Negotiating with the Bank and following up the payment (for Cross trade, Export and Import shipments.)

•Scrutinizing Export LC draft before transmitting. After receiving the LC draft from vendor verifying the LC terms and condition as per contract.

•Local, Services & Managed services Document submission.Ensuring the document submission on time to bank.Monitor the document follow from LC advising Bank to LC issuing bank.Tracking the discrepancies and clearing the same.

• Regular communication with the International banks in Singapore like Habib Bank, Standard Chartered bank, Citibank, etc. for the Letter of credit and payment related queries and follow up.

•Responsible for the Payment follow-up of Open credit and non-letter of credit documents too.

• Direct Reporting to the Trade Finance head based in Singapore.

• Ensure on time submission of documents and getting the payment credited.

• Handling various monthly, weekly and daily reports and dashboards with the director and chairman.

•Handling various aspects of the business, i.e.:LC Business, Co-coordinating with Banks, Document Management, Reports and Information.

**CAPGEMINI BUSINESS SERVICES INDIA LTD. (INDIA) Process Lead – Logistics and Supply Chain Management**

May 2011 – September 2015

**Process:** (Letter of Credit Business, Trade Finance Services &Supply Chain Management/Logistics, Procurement) for Nokia Siemens Networks Pvt. Limited

**Roles and Responsibilities:**

• Receiving and processing orders, creating documentation and invoices.

• Liaising with warehouse and freight agents to make shipments.

• Payment checking by transfer.

• Documentation for letter of credit presentation

• Coordination between the forwarder, the warehouse and the clients.

• Presentation of Export Documents in the Bank, Negotiating with the Bank and following up the payment (for Cross trade, Export and Import shipments.)

• Upon receipt of Letter of Credit, verifying and coordinate with Sales team to make necessary amendments, issuing shipping order (S/O) and processing the order to concerned factories.

• Preparing and verifying Shipping documents i.e. Invoice, Packing list, Weight List, Certificate of Origin, Exporter Certificate, Shipment Advise, Delivery Note & Legalized Documents as per the Letter of credit and customs’ & consignees requirements.

• Follow up with factories for each shipment to ensure the presentation of document within the time limits and update the Delivery reports, planning deliveries and shipping.

• Preparing Insurance policy for CIF shipment and for all import documents and coordinate with Insurance Company to collect the certificate.

• Preparing and verifying the BL, AWB, Truck Consignment Note and Shipping Company Certificate for all shipments as per LC terms and Buyer’s requirement and collecting these documents.

• Independently handling correspondence and communication with buyers as well as suppliers in overseas and local and coordination with account Dept. and arranging payments to the Suppliers as well as from the customers.

•Scrutinizing Export LC draft before transmitting. After receiving the LC draft from vendor verifying the LC terms and condition as per contract.

•Local, Services & Managed services Document submission.Ensuring the document submission on time to bank.Monitor the document follow from LC advising Bank to LC issuing bank.Tracking the discrepancies and clearing the same.

• Arranging shipment, bookings (sea) as per customer’s requirements.

• Responding to incoming enquiries of Buyers & Suppliers.

• Regular coordination with the International banks like NordeaBank, SEB, Pohjola, Citibank, etc. for the Letter of credit and payment related queries and follow up.

•Payment follow-up with customer.After submission the document to customer bank tracking the payment status.

• Reporting to Regional Operation Manager the Import and Export activities on a weekly basis.

• Ensure on time, accuracy and completeness of required shipping documents.

• Handling various monthly, weekly and daily reports and dashboards with the Clients, structured finance and Banks.

•Coordinating with HUBs and LSP’s to get goods allocated on sites of various area’s for TTSL.

•Handling various aspects of the business, i.e:LC Business, Pick up an Airlifting of Material, Co-coordinating with Banks, Document Management, Reports and Information.

**Aviva Life Insurance Pvt Ltd. (Gurgaon, India) Senior Executive**

 **(Operations)**

 August 2009 – January 2011

**Roles and Responsibilities:**

•Primarily responsible for managing the entire floor in order to achieve & meet the day to day business requirement.

•Handling Customer Services department of AVIVA Life Insurance & providing end to end customer services.

• Ensuring Cross sells target & conversion target meets or exceeded month on month.

• Engage in improving processes through reengineering, system checks, process automation

• Daily quality feedback with the help of quality analyst.

• Provide subject matter expertise on processes, whenever it is required

• Adherence to the Customer service SLA’s – Service Level, Abandonment Rate, C-Sat Scores, Ensure productivity, turn-around-time, and Fatal & Non- Fatal accuracy are met & exceeded.

• Conducting one on one with all the team members to ensure process performance and critical people issues are taken care.

• Assist new hires with their Training requirements so that they are productive on the floor in the shortest possible time frame.

• Appropriately use Rewards & Recognition to energize & motivate Team Members

• Handle all logistics related issues: Roaster management, shift rotations.

• Leave planning, Managing Compensatory Offs, Unscheduled leaves etc.

• Handling Escalations & Complaint cases at times.

**Achievements**

* Won Various Rewards & Recognition programs floated across the process.
* Nominated as Best Team Player for consecutive four times.
* Promoted as Senior Executive within a span of nine months.
* Rewarded as Best Customer Care Executive for the process Capital One Thrice.
* Cleared an IJP for Work Force Management in just 12 months.
* Awarded as the best team player by the management.
* Awarded as the consistent outstanding performer for the WFM team.

**Personal Details**

Date of Birth : April 13, 1988

Gender : Female

Marital Status : Married

Nationality : Indian

Visa Status : Visit Visa, Valid till 27th march 2017