***CURRICULUM VITAE***

**SANTOSH**

**Email :** [santosh.374291@2freemail.com](mailto:santosh.374291@2freemail.com)

**CAREER OBJECTIVE:**

Experienced and skilled Shipping/Logistics Executive who has about 10.5 years of experience in Shipping/Logistics Field & 3.5 years of experience in Call Center/BPO. Seeking an opportunity to utilize career experience skills and education to contribute to employer objectives, profitability and success with a company offering potential for challenge and growth.

**PERSONAL DETAILS:**

**Date Of Birth** : 4th June, 1978

**Marital Status** : Married

**Nationality**  : Indian

**Languages**  : Marathi, Hindi, English

**Interests**  : Listening Music, Reading, Cycling, Internet Surfing,

Socializing with friends & family, Traveling etc.

**Expected Salary** : As Negotiable/As Per Company Policy

**Notice Period**  : 1 Month/As per Company policy

**Current Salary** : 4,45,000/- Per Annum. Net 36,000/- Per Month

**EDUCATIONAL QUALIFICATION:**

Bachelor Of Commerce (B.Com) exam in April 2000 with Pass Class

Higher Secondary Certificate (HSC) exam in March 1996 with 59.33%

Secondary School Certificate (SSC) exam in March 1994 with 74.14%

**SKILLS SUMMARY:**

* **English 30 W.P.M.** Typing From Laxmi Typewriting Inst., Thane in Nov–1995 with A Grade
* **English 40 W.P.M.** Typing From Laxmi Typewriting Inst., Thane in May-2002 with C Grade
* **Diploma In Office Automation & Graphics** From Keerti Computer Institute, Thane in Oct-2001 with A Grade.
* **Diploma Package Included** MS-Dos, Windows-95, MS-Office 2000, RDBM, DTP, Pagemaker–6.5, Photoshop, Internet, Tally-5.4
* **Diploma in European Computer Driving Licence** From Maersk Infotech Services India Pvt. Ltd. Mumbai in Sep-2003 with A Grade
* **Diploma Package included** Basic Concepts of Information Technology, Using Computer & Managing Files, Word Processing, Spreadsheets, Database Presentation, Information & Communication
* **Diploma In Practical Accounting** From Sterling Management, Thane in Nov-2001 with A Grade
* **Diploma Package included** Sales Register, Purchase Register, purchase & Sales Returns, Cash Book, Ledger Book, Trial Balance, Trading & Profit & Loss A/c., Balance Upto Finalization Of Books Of Accounts
* **Diploma In Computer Accounting** From Sterling Management, Thane in Dec-2001 with A Grade
* **Diploma Package included** Company creation, Creation of Stock Groups Ledger, Groups, Sales Register, Purchase Register, Contra Entries, Debit & Credit Note, Payment & Receipt, Trading & Profit & Loss A/c., Balance Upto Finalization Of Books Of Accounts
* **Learning & Development Programmes** Attended that are carried out within the organizations by Learning & Development Team
* **Diploma In Export Import Management** From Alliance Institute of Export Import Management, Ghansoli, Navi Mumbai in Sep-Oct 2017
* **Exports:** Export Schemes - FREE, DEEC/ Advance Licence, Duty Drawback, DEPB, EPCG, LCL, FCL, Buk & ODC Shipments, Types of Containers & their specifications, Types of Packages in Shipping Industry, ICD - Inland Container Depot, Export Documentation, Inco Terms, Freight Negotiation, Buying & Selling of Freight Rates, Preparation of Shipping Bills (Annexures), Preparation of Bill of Lading, Preparation of Invoice & Packing List, Preparation of Certificate of Origin & GSPs, Preparation of ARE1, About AD Code no./EDI Registration, Cargo Carting / Registration & Examination, Factory Stuffing Containers, Dock Stuffing Containers, Export Cargo Tracking, CBM Calculation, Preparation of Haz Declaration, Preparation & Maintenance of DSR, Switch Bill of Lading, Application of THC, Billing for Export Shipments, Maintaining E.P. Copy records, Export on Re-Import Basis, Baggage Exports, L/C - Letter of Credit etc.
* **Imports:** Bond/Ex Bond Bills of Entries, High Seas Sale, Preparation of Bills of Entries (Annexures), Import Cargo Tracking, Import Duty Calculation, Octroi Calculation, Detention Calculation, Import D.O. Arrangements Application of THC, Calculation of Stamp Duty, Cargo Examination & Delivery, Dock De-stuffing, Factory De-stuffing, Container Removal , Bonds execution & cancellation, Preparation & Maintenance of DSR, Billing for Import Consignments, Import on Re-Export Basis, Baggage Imports, Anti-Dumping Duty, Classification of Goods as per Tariff etc.

**WORK EXPERIENCE:**

**A. DHL Lemur Logistics Pvt. Ltd. - Job Description.**

**( 07.10.2013 To Till Date)**

**Designation : - Senior Associate – Ocean Freight**

* Creating customer bookings with different file types such as FCL, GWY/LCL, CLD, CVN, RO-RO etc.
* Updating rates as per cops, Sending SI’s, LOT and pre-alert to destination etc.
* Achieve individual as well as team quality for the month
* Worked for different processes for different countries in US i.e Charleston, New York, Houston, Los Angeles, Seattle, Minneapolis, Detroit, Boston etc.
* Process training for new staffs in team

**Achievements:** Appreciation by Managers for preparing Us Job Aid, Awarded with Star of the Month, Star of the Week etc. Attended different training programmes conducted by Learning & Development Team within the organization.

**B. WNS Global Services Pvt. Ltd. - Job Description.**

**( 08.03.2010 To 05.10.2013 – 3 Years & 6 Months )**

**Designation : - Senior Customer Service Associate – Avon Email**

* Handling US Customer queries & providing solutions on them through
* Email for leading cosmetics company in USA called ‘Avon’
* List down all the concerns or questions asked by customer and providing solutions for each and every concerns
* Follow all the daily updates regarding the process and implement them while processing emails
* Achieve individual quality as well as team quality for the month

**Achievements:** Awarded with Star of the week, Shining star, Performer of the Month, quarter etc. Appreciation from client/superiors for preparing/editing of templates used for email process.

**C. Maersk Global Services (Ind) Pvt. Ltd.- Job Description.**

**( 21.04.2003 To 05.10.2009 – 6 ½ years )**

**Designation : - Senior Processing Officer**

* Input & Processing B/ls as per si's received from customers.
* Auditing & Invoicing of ocean freight charges i.e. bas, baf, ser according to service contracts filed between Maersk & customers
* Attending Customer issues & providing solutions on them through maersk communication system, Microsoft Outlook, Communicator etc.
* To provide swift and defect free documentation to customers.
* To conform to all the statutory requirements of the customs and port authorities.
* To prevent claims, avoid legal actions and penalties to the Maersk Group to prevent claims, avoid legal actions and penalties to the Maersk Group
* Input Bills of lading strictly as per Workflow system on FIFO basis or as per separate instructions received from supervisor/team leader.
* Follow the customer documentation requirements (wherever specified and within the legal limits)
* Raise clarification (whenever necessary) after completely checking the TDI & ensuring that all query are raised at one time.
* Follow Procedure/SOP for Geo-Table request.
* Check Bills of Lading for accuracy of input
* Send Verify copies to the customers
* Update GCSS-Shipment Notes with special instructions (wherever necessary) for origin offices/countries.
* Attend rush requests and Update Workflow system on “real time” basis.
* Use Workflow system as a diagnostic tool to identify areas of improvement
* Create certificates and attach to WORKFLOW SYSTEM as when required by Customer.
* Ensure customers are serviced in a professional manner.
* Constantly evaluate current work processes and suggest options to improve same.
* Make necessary requests to SCV team for creation of Shipper code & Canada Consignee Unknown code / Combine shipment parties code.
* Handling combine / split b/l’s booking.
* Ensure towards 100% Data Quality - both external (customer felt) and internal (coordination + Data quality reports)
* Maintain and exceed current productivity levels with implementation of new systems and procedures.
* To deliver (and exceed) service delivery expectations, specifically related to Individual & Team Timeliness. (measured on team timeliness and for individual contributing to maintain timeliness viz, goal-keeping)
* To continuously use available measurements for improving current process & improving efficiencies of the team - essentially leading to improving overall team productivity. Productivity is measured as output divided by work hours, including overtime. For eg, reducing clarifications, holds, avoid time wastage, provide ideas for process improvements
* Providing solutions to problems, within guidelines
* Co-ordinate with origin offices to ensure highest level of data accuracy.
* Ensure no fines or penalties are imposed and prevent claims.
* Use Workflow system as a diagnostic tool to identify areas of improvement
* Create certificates and attach to WORKFLOW SYSTEM as when required by Customer.
* Ensure customers are serviced in a professional manner.
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* Providing solutions to problems, within guidelines
* Co-ordinate with origin offices to ensure highest level of data accuracy.
* Ensure no fines or penalties are imposed and prevent claims.
* Handled in Maersk Global Services India Pvt. Ltd. invoice auditing activities in different trades e.g. South America , North America, Central America, Europe, Atlantic, Africa, Post & Pre Audit etc. etc.
* Handled in Maersk Global Services India Pvt. Ltd. documentation activities e.g. Manifestation, Co-ordination, Amendments, Issuance, Error Checking, Reactivation, Communication, Indexing, WCRS Releases & many more.

**Achievements:** Appreciation for performance in Documentation team, 5 Year’s Completion Award, Promoted as Senior Officer, Handled documentation processes for all the countries, undergone through process awareness programmes, process improvement, trainings, values Sessions, leadership development programmes etc. etc.

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