

**Mangesh**

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Visa Status : Visit Visa Valid till 8th Feb 2018

Current Location :- AL Nahda (Dubai)

**OBJECTIVE**

* Looking forward for an opportunity to work in an organization where I could become one of the role players in the growth of the organization which provides strong and congenial atmosphere. I have the ability to put my best to achieve the organizational as well as professional goals.

**PROFILE**

* A dynamic professional with more than 08 years of experience in logistics management and man management. Adept in managing entire supply chain activities and co-ordination with internal / external departments
* Ability to forge ahead by leading the team from the front with aggression and persistence. Work proactively to achieve immediate and long-term goals. Quick learner with ability to rapidly achieve the organizational integration and employ the methodologies.

**ORGANISATIONAL EXPERIENCE**

1. **DHL Logistics Pvt. Ltd. – India Mumbai (20thJuly 2015 till date)**

**Designation: Process Associate**

**Reporting to: Team Manager**

**Responsibilities**

* Tracking temperature sensitive Shipment moving throughout the globe. ( Ocean / Air / Road )
* Choosing appropriate Trade lanes to Route the shipments.
* Handling Export and Import of Pharma shipments
* Maintaining report of loading and unloading of containers.
* Making necessary arrangements to ensure SLA’s for delivery are met.
* Coordinating with Brokers and consignees across the globe to ensure hassle-free Clearance process.
* Ensuring timely and consistent updates are provided to our Clients about every movement of the shipment from Origin to Destination.
* Coordinating with Airline for flight related queries and to confirm the cooling agents (Dry Ice and Gel Packs) quantity, Viability as most shipments are temperature sensitive.
* Proper Planning of the shipment to ensure shipments are delivered within the Transit time.
* Creating or Editing SOP’s as per shipper/ consignee requirement.
* Coordinating between shipper and consignee for document related issue.
* Follow up with agents for discharge of import containers and empty return of containers by consignee.
* Promoted as a Shift Lead on July 2017.
* Handling of shift as per the work requirement
* Working on shared mail box actioning emails and responding to customer queries.
* Delegate work to team members and resolving their queries.
* Training new joiners to understand the process.

**Achievements in DHL.**

* Appreciated and recognized with Star Of The Month for the highest numbers of target achieved among more than 40 employees for the month January 2016, July 2016, August 2016, December 2016, January 2017 and May 2017.
* Appreciated with Pat on the Back for zero unplanned leaves and zero late coming in a month for Feb 2016, March 2016.
* Appreciated and recognized for my Dedication, Hard Work and Support to my entire team.
* Appreciated and certified for completing Basic Training of Temperature sensitive shipments by Senior Manager Central Operations.
* Appreciated and certified as a Life Science Specialist by Global Head Temperature Management Solutions ( DHL Global Forwarding )

1. **FedEx Express India Pvt Ltd. – India (Mumbai) (10th Oct 2011 to 04th July 2015)**

**Designation: Customer Service Executive.**

**Reporting to: Customer Service Manager.**

**Responsibilities**

* Tracking of Shipments and Supplies for International customers across globe.
* Coordination with clearance and operational team for urgent deliveries.
* Interacted with various departments within the company to find effective job alignment with customer service.
* Coordination in providing quotation to key account clients and non-account clients for Domestic, Express ( Import& Export ), Freight shipment ( Import & Export ) and Dangerous goods shipments.
* Handling Senior call and Queries on Floor.
* Follow up with the service station and customer for the escalated issue.
* Call backs alignment for escalated cases.
* Being a customer service representative use to handle escalations regarding pickup and delivery, and monitor till closure.
* Team briefing - 1 - providing brief to small group regarding service issues, failure & improvement.
* Goal setting - along with the briefing section use to have goal setting for the team with regards to serviceEnhancements.

**Achievements in FedEx Express India Pvt Ltd.**

* Appreciated by Customer and Clients for resolving the issues efficiently and effectively.
* Appreciated by team for taking initiatives and going extra mile to resolve issues,
* Received BZ ( Bravo Zulu ) Award from reporting manager and Inter-Office Memorandum from Head of Sales and CEO of Customer Service as of 13th September 2014 and 15th October 2012 for Visa document delivery follow up.
* Received inter office appreciation for service enhancement.

1. **The Freight Solutions LLP – India(Mumbai) (10th June 2008 to 12th September 2011)**

**Designation: Operation Executive.**

**Reporting to: Branch Manager.**

**Responsibilities**

* Package sorting and consolidation as per country and postal code for Domestic shipments and International as well.
* Preparing and Verification of documentation as per destination requirements.
* Maintaining cash receipt.
* Connections as per sorted packages for international and domestics shipments to carrier like FedEx, DHL, UPS, Aramex etc.
* Training and briefing to new employees about the process changes.

**PERSONAL DETAILS.**

Nationality : Indian ( Mumbai ).

Date Of Birth : 06th October 1987

Marital Status : Single.

Languages : English, Hindi, Marathi, Tamil

**EDUCATION**.

* High Secondary Certificate from Thakur College Thane West Mumbai, India.

**INTERESTS.**

* Playing Cricket, Listening to Music, Travelling, Bike Ride.

**ADDITIONAL SKILLS.**

* Quick learner, Patient, Ability to identify, Analyzing and resolving capability.
* Independent and Innovative Thinking Pro-active, Self- Disciplined.

I hereby affirm that all the information in this document is accurate and true to the best of my knowledge.

( **Mangesh**).