BALA

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***Customer Care ~ Key Account Management ~ Sales --Profit Centre Operations***

*An accomplished professional with a dynamic career in Customer Care, Sales,*

*Key Account Management and Operations to explore* employment opportunity allowing me to fully utilize my skills and attributes for strengthening companies to lead in highly competitive market.

***A result oriented professional with 22 years of experience in shipping & freight forwarding Industry.***

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Work History

From March’2017 till December’2017 worked with Kuehne+Nagel, Oman in Sales department looking after Sales support in Sea freight export/import and Air freight imports/exports to improve overall business opportunities.

From 2015 June to October- Worked as Branch Manager in MBK Logistics, Tuticorin. India.

Overall responsibility of Branch functions and managing staff.

Ensure smooth operation and timely sailing of Feeder Vessels under MBK Logistics.

Co-ordination with Port for berthing/Loading and sailings,

To ensure staff to complete day to day functions and reports within dead line.

Maintain relationship with Customers for full utilization of Vessels.

Update Vessel schedule on daily basis to Principles.

Monthly reports to Principles.

Since 1993 to 2015 worked with Maersk Line- A.P.Moller group, world’s largest container carriers/shipping line. Working experience of 22 years in various departments in Maersk Line.

Company: Maersk Shipping Line, Salalah – Oman

Duration: May 2007 to May’2015

Designation: Assistant Manager (Supervisory level), Customer Care

In charge of Salalah Maersk line Customer Care department.

Attending all customer queries/requirements at Salalah.

Independently handled all local export & import bookings at Salalah.

Constantly look for improve business with sufficient information about new business and projects.

Co-ordinate with Sales team to maintain business and new opportunities to increase business.

Complete handling of Care customers like OCTAL Petrochemicals & DUNES Oman and other reefer customers from their bookings till delivery.

Liaise withSalalah Port operations & planners to ensure export containers timely loading on Vessels.

Given training to Global Shared Center in Pune to take over Customer care functions of Salalah.

Guidance to back office team in Global shared center in Pune, India to handle Oman activities.

Liaise with US Embassy and other authorities for the documents requirements & permission for export & import of military cargoes.

Co-ordinate stuffing in General cargo terminal-CFS for all export US military bookings and de-stuffing of import containers at Salalah.

Documentation & manifestation with Customs for all import shipments.

Responsible for all Delivery order for import shipments and Bills of lading releases as per terms & conditions and Company policy.

Solving any issues regarding import & export related to Maersk line in Salalah.

Monitor updates of all relevant customer service systems and complete tasks within deadline.

Constantly monitoring of export bookings connections from transshipment ports.

Salalah branch administration and petty cash.

Duration: From Feb’2005 to 2007

Designation: Senior Executive- Operations, Salalah, Oman

Preparing discharge list and connection vessel planning for transshipment units.

Planning connections & export load list as per capacity allocation.

Co-ordinate with Port of Salalah for timely completion of cargo operations.

Co-ordinate with Vessels & Port for ship repairs and arranging survey.

Handled claims of container damages and cargo cross-stuffing arrangements with Port of Salalah and General cargo terminal-CFS.

Handled claims department independently.

Company: Maersk India, Cochin and Nhavasheva, India

Duration: 1993 to 2004 December

Designation: Documentation Executive in Cochin & Operations Sr. Executive in Mumbai

Handled operations & documentation departments.

Worked in documentation department in Cochin and extensive knowledge in export & import documentation.

Handled Export manifest & import manifest filing process with Customs.

Handled export Bills of lading releases as per terms and conditions.

Dealing with L/C clauses of various shippers requirements.

Working experience in various operation departments like Vessel operations, equipment department, container maintenance & repair department, Claims department.

Handled mother Vessel operations at Nhavasheva – berthing, sailing Co-ordinate with Vessel Captains and port for berthing plans and monitoring sailing deadlines/ schedule.

Liaising with port for cargo handling and attending berthing meetings.

Liaising with Vessels for sufficient marine papers to be submitted prior arrival.

Independently handled Africa feeder vessel service from Nhavasheva including liaising with Vessel captains & port and making berthing/sailing plans and also attending crew changes & Vessel requirements and co-ordination with immigration/customs.

Handled container maintenance and repairs at NhavaSheva, Mumbai.

Co-ordination with equipment desks for sufficient supply of empty containers.

Handled Inland container rail movements from Cochin to Coimbatore and Bangalore.

Educational Qualification

Bachelor degree in psychology from Kerala University, Trivandrum, India

Additional qualification

Completed various courses of computer applications of Internet basics, C++, Java and ECDL.

Worked in completely computerized organization with global communication and knowledge of various windows based programs.

Attended various training programs of communication skills & team building programs.

PROFILE

Date of birth : 31-05-1970

Nationality : Indian

Languages known : English, Hindi, Malayalam

(Read, write & speak)

Marital status : Married

Holding valid Oman and Indian driving licenses