**SRINIVAS**

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**WORK EXPERIENCE**

**I . GMR HYDERABAD CARGO AND LOGISTICS PRIVATE LIMITED (GHACLPL):**

**Customer Support Officer in operations Department , Hyderabad , India .**

**(GHACLPL is short form for Working in different locations , like , Domestic Inbound , Domestic Outbound , Import (Breakdown and VCT Counter) , Export (VCT Counter , Customs Clearance and Build Up).**

1. **DOMESTIC INBOUND for different Airlines : Documentation Process and giving Segregation to the Airlines after accepting all the cargo , then close the flight .**
2. **DOMESTIC OUTBOUND for different Airlines : Documentation and Manifestation Process that is allocating the flight number given in the Airway bill and updating in the GMR System and do the build up in for the respective flight .**
3. **IMPORT**

**(a) BREAKDOWN : Whenever there are any International Flights , like Passenger or Cargo (Freighter ) coming to our Import Warehouse , we take the Import Documents from the Ramp Coordinator and segregate , Mawb , Consol Manifest (if there are any Hawbs) , and update in the GMR System and give the Segregation to the Airlines after accepting all the cargo , then close the flight . We update Flight Handling Report , Tonnage and SSR (Shift Supervisor Report ) in the GMR System and send E-Mail to the respective Managers .**

**(b) VCT Counter : We check all the Documents given by the agent , and we update in the GMR System and generate Invoice and VCT .**

**4. EXPORT**

**(a) VCT Counter: We take Declaration and Awb Copy with Carting Order given by the agent , and update in the GMR System and generate Invoice and VCT .**

**(b) Custom Clearance : After doing VCT , the agent comes with the Documents , to do Customs Clearance and then our Warehouse Coordinator gives the cargo for screening .**

**© Build Up : After screening of the cargo , we take the documents from the screening machine , to do manifestation or updating in the GMR System for respective International airlines . We update Tonnage and SSR (Shift Supervisor Report ) in the GMR System and send E-Mail to the respective Managers .**

**II. Union Logistics FZE , Dubai Airport Free Zone worked as an Operation Assistant – in Dubai , UAE from Dec, 2006 till Feb 2012 .**

1. **Documentation for Import , Export , and Internal Transfer within the Free Zone .**
2. **Listing customer service and warehouse Teams and freight forwarders for timely export shipments existing customers and partners.**
3. **Responsible for Export Documentation for timely shipments .**
4. **Arranging Certificate of Origins and Legalization of Export Documentation .**
5. **Import / Export Customs Clearance .**
6. **Receiving incoming calls from the customers to advice on tariff quotas classifications.**
7. **Updating data base with Customs Bill of entry (BOE) details in Mirsal II for Import , Export , Internal Transfer and Transit between Dubai Based Free Zone .**
8. **Assisting Customer Service and Warehouse Teams as when the need arises .**

**III Cambata Aviation Ltd , Delhi , India (C/O Swiss Air Cargo , Delhi ) ––**

**Worked as an Assistant Supervisor in Delhi , India – from July 1997 till July 2000 .**

1. **Data Entry , release of freight documents , and compute freight costs of cargo .**
2. **Responsible for vouchers and clearances , answering inbound calls , worked mostly night shifts .**
3. **Manage all day to day airport operations across both passenger and ramp environments with responsibility for safety , security , customer service delivery , resource deployment , ramp operations , flight operations and load control functions , facilities , staff satisfaction , cost control , process improvement and efficiency .**
4. **Calculate charges for services and insurance , process bill of lading , cargo manifest and other documents .**
5. **Trace loss or misdirected cargo , maintained shipping and other records .**
6. **Knowledge of all aspects of ground handling operations , passenger services , ramp and baggage services , flight dispatch and load control and , departure control services.**
7. **Possesses good communications skills , excellent customer service , hardworking and takes initiative .**

**IV . Hotel Samrat worked as Front Office Receptionist in Delhi , India from May 1995 till Apr 1996.**

1. **Maintained all prescribed records and registers.**
2. **Received and recorded messages for guests/officers .**
3. **Greeted guests and competed guest room card as per reservations / guest requirements .**
4. **Reserved rooms for VIPs and groups and ensured room position in checked and verified .**
5. **Guests billing checked documents at the time of check – in and check – out of guests .**
6. **Flexible to work with any situation / shifts and provide solutions and have ability to learn faster .**

**(B) Indian Tourism Development Corporation , Performed duties at Hotel Samrat , Delhi ) - Front Office Receptionist in Delhi , India from Mar1993 till Sep 1994 .**

**1 Worked both day/night shifts**

**2 Assign rooms and room keys to guests , ensured rooms are cleaned and liaise**

**with bell desk to deliver luggage .**

**3 Made transport arrangements for the guest and providing up-to-date general information to the guests .**

**4 Maintain reservation records and kept record of guests special needs and preferences .**

**5 Maintain accounting for hotel expenses and collect payments from guest after check-in .**

**EDUCATION**

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1. **Ashworth College – Diploma in Medical Billing (Distance Education ):**

**Norcross , Georgia , United States – March 2005 .**

1. **GPA 4.0**
2. **Successfully completed CPT procedure coding , HCPCS , HCFA & diagnosis coding , filing commercial claim .**
3. **Karolinska Institutet – Masters Degree in Health Promotion – Stockholm , Sweden – Dec 2004 .**
4. **Successfully completed 40 ECTS (European credit transfer System).**
5. **Completed thesis in & : Successful Implementation of Smoking Cessation Programs during pregnancy in Vulnerable groups .**

**Andhra University – Completed Bachelor of Arts : Public Administration , Political Science and History – Andhra Pradesh , India in 1997 .**

**SUPPLEMENTAL EDUCATION**

1. **Agile Training Institute : From San Fernando , Trinidad in Mar 2005 -**

**Spanish Language Course (Basic Level –1), Grade achieved A+**

1. **Sodertorns Hogskola (University College) – Stockholm , Sweden in June 2003 – Certificate Courses in Political Science .**
2. **Stockholm University , Stockholm , Sweden in June 2003 -**

**Certificate courses (Basic & Intermediate level ) Political Science .**

1. **Indira Gandhi National Open University – Delhi , India in June 1998 : Certificate in Computing .**
2. **KCC Computer education – Delhi , India in MAY 1998 - Diploma in Oracle 8.0 and Developer 2000 .**
3. **Indian Institute of Tourism & Travel Management – Delhi , India in apr 1998 – Computer Applications in Tourism / Travel Industry .**

**COMPUTER SKILLS**

**Experience of working with Microsoft Word , Excel , Notepad , Word Pad , Internet browsing and E-mails.**

**OTHER INFORMATION**

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1. **IELTS – 6.0 overall band achieved .**
2. **Languages known –**
3. **English (Speak , Read and Write ).**
4. **Swedish (Speak and Read ) .**
5. **Hindi (Speak , Read and Write ) .**
6. **Telugu (Speak only )**