SHIPPING, TRAVELING&CRM PROFESSIONAL WITH 3+ YEARSUAE EXPERIENCE

**Languages**: English, Hindi &Malayalam

**Marital Status:** Married

**Nationality**: Indian

**O**BJECTIVE

Seeking challenging and rewarding position in CRM, traveling consulting, shipping and related functions across multinational or local organizations, demanding high standards of quality and precision and providing opportunities to amalgamate my personal enrichment with professional goals.

**P**ROFILE**S**UMMARY

A passionate, reliable and enthusiastic professionalwith more than**five (5+) years**of **diversified experience**in multidimensional and multicultural working environment in the fields of**Shipping,Transportation**, **Travelling Consulting**and **CRM**. I have degree of **Bachelors of Business Administration - BBA** and**Diplomas**in**Aviation Hospitality, International Airline** and**Travel Management**with Professional Training and Courses**.**I am well versed in using **Microsoft Office Tools** and other computer applications.

**K**EY **C**OMPETENCIES AND**S**KILLS

* Business Development
* Travel Consulting
* CRM
* Shipping Management
* Inventory Management
* Administration
* Customer Relationship
* Negotiation Skills
* Export and Import
* Team Management
* Documentation
* Communication Skills
* Customer Service Skills
* Travel Management
* Warehousing

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**PROFESSIONAL EXPERIENCE**

**High Choice Shipping and Clearing LLC – UAE**

**Shipping Controller**

**Sep 2012 – Present**

RESPONSIBILITIES

* Dealing with customs authorities and ensuring all customs related documentations are executed on timely manner with full accuracy.
* Tracking of documentations and keeping informed the client on timely manner.
* Delegation of job responsibilities within subordinates and monitoring the same.
* Arrange and coordinate air, sea and land transport.
* Handling day to day transactions in export and import of various cargo containers i.e. storage, stuffing and un- stuffing, clearance etc.
* Responsible for handling customer queries and resolving the same.
* Worked as a sales executive for business development.
* Directly dealing with shipping and transporting agents for booking and negotiations of freight.
* Checking of arrivals containers at port with the supporting documents.
* Controlling and making arrangement for container warehousing.
* Interactions with the customers through mails though phone call if required then goes to meet direct to the customer for resolving issue.

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**M/S Oscon Holidays Private Limited– INDIA**

**Travel Desk Manager**

**Jan2011 – Sep2012**

RESPONSIBILITIES

* Providing general and specific advice about different travel destinations.
* Drawing up complicated travel itineraries and ensuring that all the needs of the customers are met.
* Making arrangements for transport, accommodation, tours and activities.
* Contacting airlines, hotels and ground transport companies such as coach operators to make suitable arrangements.

**M/S CITY LINK TRAVEL CORPORATION – INDIA**

**AIRLINES TICKETING COUNTER RESERVATION EXECUTIVE**

**APR 2010-JAN 2011**

RESPONSIBILITIES

* Attending walk in clients and attending to their queries on domestic travel.
* Handling ticketing queries and reservation for corporate clients.
* Attending to phone calls from corporate accounts and provide them assistant in setting up their travel schedule.
* Provide assistance to all the implant offices.
* Help them to update with latest airlines fares and circulars.
* Maintain and update data with regard to daily sales.

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| **A**CADEMICSAND **C**ERTIFICATIONS |  |
| **Bachelors of Business Administration - BBA** | 2008 | Neptune Institute of Management & Tech.– India |
| **Higher Secondary** | 2005 | National Institute of Open Schooling – India |
| **High School** | 2002 | Kerala State – India |
| DIPLOMAS: |  |  |

Diploma in Aviation Hospitality and Travel Management

TRAINING AND COURSES:

On Job Training Anna Maria Travels and Tour Private Limited Basic and Advanced Course in Galileo CRS

Basic in First Aid Courses and Swimming

**First Name of Application CV No:** 391710

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