

Dhiraj

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**Senior Process Expert**

**OBJECTIVE**

* To be part of an industry where I can apply the knowledge and experience I have gained. I will prove to be an asset to an organization. To work with dedication, determination & enthusiasm to obtain organizational goals in synchronization with the management. To bring about result orientation for the quest for self-satisfaction.

**SUMMARY**

* Possess experience of **4 years in Airline Industry (Revenue accounting ) and 3 years in Shipping Industry**
* Demonstrates sense of urgency in busy environments, interacted with the clients of the **Singapore and Germany**.
* Acknowledged for **unwavering commitment** in providing **excellent service and quality audit.**
* Comfortable in communicating with people from various cultures and backgrounds.
* Good at providing **excellent customer service** and a one-time resolution to the customers.
* Adapt at changing gears when situations dictate; active listener, **practiced in resolving Clients complaints** and **promoting conflict resolution.**
* Possess **strong working methodology** and clear understanding of policies & procedures.
* Enthusiastic individual, recognized ability to establish and maintain effective working relationships across cross-functional teams and building strategic relationships with clients.
* **Flexible and versatile** – able to maintain a sense of humor under pressure.

**COMPETENCY MATRIX**

* Clients Service and Satisfaction
* Excellent Communication Skills
* Relationship Management
* Training & Mentoring
* Knowledge Sharing
* Issue Resolution
* Performance Monitoring
* People Management

**ACCOLADES**

* Received **Extra Mile Awards** for providing excellent client service for German customers at MAERSK.
* Awarded with **Pro-Care Champ Certification** in the field of business communication and customer behaviour at MAERSK.
* Received **Champ of the Month** and **Champ of the Quarter Awards**at TCS.
* Honoured with **Root cause analysis Certification**at TCS.

**CAREER PATH**

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| **Organization** | **Role** | **Duration** |
| *Maersk Global Service Centres (India) Pvt. Ltd., India* | **Senior Process Expert - German Customers** | Apr 2016 – Till Date |
| **Process Expert - German Customers** | Feb2013 – Apr 2016 |
| *Tata consultancy services* | **Senior Associate** | Apr 2010 – Feb2013 |
| **Associate** | Sep 2008 – Apr 2010 |

**PROFESSIONAL EXPERIENCE**

*At Maersk Global Service Centres*

* Being a part of a migration process of OTCS Germany.
* Handling Export customers for forwarders of Germany, resolving their queries and replying them via email.
* Answering customer queries pertaining to shipment right from booking till documentation via email.
* Attending calls with Germany focal in order to implement new ideas for process improvement and customer’s satisfaction.
* Facilitating the team in handling the queries.
* Responsible to ensure 100% accuracy and total data quality with minimum error both at personal level and for the team.
* Generating weekly reports and submitting the same to the management.
* Managing the email queue and prioritizing the important ones for entire team.
* Participating in Customer Effort Reduction Program initiated by MAERSK.
* Developing and maintaining good relations with the customers for business excellence.
* Coordinating with the front office and solving their issues, as and when required.
* Reissuing Bill of lading to the customer under export documentation.
* Training new joiners and impart detailed knowledge / information of the process and procedures.
* Conducting team meetings to discuss about process related changes and new challenges.
* Participating in meetings and brainstorming sessions with BPO team, Cross trade and other colleagues to synchronize the business activities and work on obstacles in existing ones.

*At Tata consultancy services*

* Performing sales audit and rate audit accordingly detecting the cargo errors.
* Raising ADM’S
* Handling costing which is part of F&A for Aviation includes error rectification and reporting, Reconciliation and sharing them with clients.
* Query handling with the staff as well as with the client.
* Assures Quality check for the Team.
* Client Interaction (Singapore Cargo) worldwide branches.
* Capturing cargo freight invoice (CTM) i.e cargo transfer manifest.
* Assures Quality check of cargo transfer manifest and there by sending the timely status reports.
* Maintaining the ADHOC REPORTS and sending it to the station for approvals.
* Generating station sales reports after completion of audit and sending to the head office.
* Maintaining and generating Cargo error monitoring reports and sending to the stations as well as to the head office.
* Maintaining a report and sending it to the client on monthly basis for the status of cargo errors accepted, rejected.

**EDUCATION**

* MBA in Finance from ITM College in 2015.
* Master of Commerce from Mumbai University in 2012
* Bachelor of Accounting and Finance from Ket’s V. G. Vaze College, Mumbai University in 2008. Secured 71%
* XII from VPM College, Maharashtra Board in 2005. Secured 66%
* X from St George High school, Maharashtra Board in 2003. Secured 61%

**LANGUAGE SKILLS**

* Proficient in English, Hindi, and Marathi.

**Hobbies**

* Playing cricket and watching movies.

**Marital Status**

* Single.

**REFERENCES**

Available upon request

I hereby declare that above written particulars are to the best of my knowledge and belief.