**Ashley**

**Date of Birth :** 14th June 1985

**Marital Status :** Married

**Nationality :** Indian

**Email** : [Ashley.380857@2freemail.com](mailto:Ashley.380857@2freemail.com)



**ADDITIONAL QUALIFICATIONS:**

* Associate Degree - Shipping Chartering& Logistics NMIS –IND .Year 2014.

**CERTIFICATIONS**

* Shipping Certifications from Naval Maritime Academy (Mumbai)
* Personal Safety and Social Responsibility
* Elementary First Aid
* Personal Survival Technique
* Fire Prevention and Fire Fighting

**ACHIEVEMENTS**

* ‘The Extra Mile Award’ for exceptional performance – Travelex 2015 & 2016

**EDUCATIONAL QUALIFICATIONS**

* Bachelor’s degree in Commerce from Cambridge College, New Delhi - 2012.
* Higher Secondary Certificate from New Delhi - 2005.
* Secondary School Certificate from Maharashtra State Board of Education - 2003.

**WORK EXPERIENCES**

Nov 2014 – Feb 2018 Travelex Emirates LLC –DXB

Sales Consultant

Mar 2008 - Sep 2014 Saigal Sea Trade Pvt. Ltd- IND

Assistant Commercial Officer

Feb 2007 – Jan 2008 Intelenet Global Service- IND

Senior Customer Service

Dec 2005 - Jul 2006 Hotel Sheraton - KWT

Food & Beverage officer

**PROFILE**

Focused and self-driven business professional with overall of seven years of experience in Chartering & logistics, sales & customer service. I am looking for a productive opportunity to effectively apply my expertise for mutual growth and development .My varied experiences in different industries demonstrate that I am quick learner, hardworking and passionate on whatever I am tasked to do and can easily adapt to new environments.

I offer exceptional customer service, effective communication skills, working with teams of different nationalities, building great relationships through effective communication over the telephone and in face to face environments.

**SKILLS**

* Socially adept and Ability to provide quality leadership to a team
* Effective communication, Innovative, creative, Presentations and spreadsheet skills
* Skills in prioritizing triaging obligations and ability to handle pressure and meet deadlines
* Excellent time management and organization

**WORK EXPERIENCE**

**Travelex Emirates LLC– Dubai, United Arab Emirates**

**Sales Consultant – CMS [Cash Management Solution]** **NOV 2014 to FEB 2018**

Handle multiple currency stocks for all outlets of Travelex at the Dubai International Airports

Prepare operational reports on currency stock management;

* Timely replenishment of Travelex ATMs up to AED 6 million in AED/EUR/USD/GBP cassettes at the Dubai International Airport;
* Monitor and co-ordinate **Transgaurd & Euro Net** for replenishment schedules;
* Place stock orders with UAE Exchange;
* Achieved ‘Hero of the Week’ for service rendered as ATM and Hess machine coordinator to score 100% on the Store Visit Checklist consecutively.
* Sales Consultation
* Conversion of forty foreign currencies into local currency [AED];
* Up sell various products to clients and inform of the Company’s various offers;
* Meet and exceed daily targets with respect to client-servicing and overall Company profit;
* Achieved ‘Employee of the month’ within the first six months of service.

**Saigal Sea Trade Pvt. Ltd. – Mumbai, India**

**Assistant Commercial Officer MAR 2008 – SEP 2014**

**Shipping Commercial Activities**

* Propose tonnage and business contracts to Shipping Corporation of India [S.C.I]
* Prepare and circulate Tonnage Position Reports and Market Reports.
* Regularly update the Client Database of Principals.

**I.T Department**

* Attend to Software and Hardware issues related to the Primary Server;
* Monitor regular back-ups of data from the Primary Server;
* Liaise with the external software-support team (Nordic, Sweden) to resolve any system related error or updates as required;
* Streamline operations to fulfill ISO audit standards;
* Resolve minor start-up related problems.

**Intelenet Global Services (presently known as Serco) – Mumbai, India**

**Senior Customer Service Executive(with Barclays Non-Resident Indian**)  **FEB 2007-JAN 2008**

* Create and update details Saving Accounts for Resident Indian Clients from the United Kingdom;
* Resolve Customer’s complaints;
* Prepare and ensure timely submission of overall Financial Performance Reports;
* Review data for purpose and accuracy of each Client Account with Barclays and maintain a database accordingly.

**Hotel Sheraton - Kuwait**

**Food & Beverage officer** **DEC 2005-JUL 2006**

* Operating Indoor & Outdoor Caterings
* Maintain a record of supply inventory.
* Provide quality service to guests