

**PRINCEMON**

**Curriculum Vitae**



**LOGISTICS| INTERNATIONAL SUPPLY CHAIN | CUSTOMER SERVICE**

**(Shipping & Logistics | Transport Services | Process Management)**

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LOGISTICS | INTERNATIONAL SUPPLY CHAIN | CUSTOMER SERVICE

**Professional Synopsis**: A diligent logistics & Customer care services; possesses experience across the entire spectrum of logistics management, international supply chain management and customer relationship management. Well versed with import/ export, trade compliances and international logistics. Ability to create and implement internal policies that ensure company-wide compliance with international customs regulations, shipping requirements, and trade laws.

**CORE COMPETENCIES**

* Logistics Management
* Relationship Management
* Communication/Negotiation
* Supply Chain Management
* Calming Presence & Closing Ability
* Persuasion Skills
* Tenacity
* Problem Solver
* Customer Service

**PROFESSIONAL SNAPSHOT**

* Track record of exceeding customer service goals in compliance with company rules and regulations. A friendly and helpful individual who can handle all kinds of situations effectively.
* Skilled in the development of best practices, logistical solutions to suit demanding and accountable business environment.
* Proven experience in cargo management by air with the ability to streamline logistics, cargo, storage and distribution functions.
* Ability to evaluate key performance indicators (KPIs), develop SOP’s.
* Establishing and executing business plans from startup, align business activities to the vision & strategy of the organization.
* Proven ability to meet corporate, individual and departmental service standards coupled with occupational help, safety and environmental responsibility standards.

**CAREER REVIEW**

**Dec 2012 – Jun 2014-: as Executive officer in Data and Finance.**

 **Dec 2014 – Oct2017 -: as Operation Assistant**

 **Jul 2018 – Nov 2018: as Customer Service Executive.**

 **Nov 2018 – Jul 2019-: as a Trainer.**

**DOMAIN SKILLS**

* Responsible and dependable Customer Service Representative with progressively responsible experience.
* Demonstrated ability to contact customers, respond to their inquiries, handle accounts, and resolve issues.
* Managing all Cargo and freight movements as well as liaising with airport authorities while effectively managing queries and documentation functions to ensure they are efficiently dealt with team as per the compliances.
* Investigating and planning for a shipment, taking account of the perishable or hazardous nature of the goods, cost, transit time and security.
* Arranging appropriate packing, taking account of climate, terrain, weight, the nature of goods and cost.
* Maintaining high service standards & practices and exercised quality control in all areas of operations, raised systems & operations to peak performance levels through creative, hands-on leadership.

**KEY DELIVERABLES**

* Managing and leading team Members with core responsibility is to enhance productivity by implementing best practices.
* Coordinating with client & the management on various issues & also to develop & improve.
* Handling Cross training of team Members & new joiners & make sure that quality is not affected.
* Handling a team in absence of team leader.
* Planning and organizing resources needed for project execution.
* Ensuring that Quality Management System is fully implemented within operation.

* Plan the loading of the cargo product into ULDs/bulk for carriage on the assigned aircraft in accordance with the priorities given and the volume and payload available, to achieve the optimum utilization of capacity.
* Check the cargo is loaded as specified in the load plan for assigned flights to ensure that the safety of the aircraft is not compromised and service and product quality standards are maintained.
* Advise and verify any deviations from planned cargo uplift requirements in order that the necessary amendments can be initiated and implemented to minimize the impact of deviations on service standards and revenue generation.
* Co-ordinate any special cargo handling requirements and alternations to advised plans with responsible authorized personnel within the GHA/CHA organizations to promote operational efficiency and service with the productive utilization of resources.

* Creating the daily records and data of email and preparing a new chart of work flow to reduce the work in shorter span.
* Handling Inbound calls and emails from customers.
* Handling complaints and providing appropriate solutions and alternatives in a timely fashion.
* Understand and manage personal performance
* Demonstrate a thorough understanding of our clients and products.
* Conducting process and product related training to Airport Ground Staff Operations and Airport Management.
* Ensuring that all the required aspects from a product/process perspective are covered during the training.
* Conducting refresher trainings as and when required
* Coordinating with the Quality team to get inputs and add value to product/process related trainings
* Conducting behavioural and soft skills training to ensure holistic development of the trainees.
* Effective follow up with the trainees to measure and improve their on-job performance.

**EDUCATION**

**Bachelor of Commerce**

**(Financial Markets), Smt. C.H.M. College, Ulhasnagar, University of Mumbai, 2012 (57.66%)**

**Technical Skills**

* Certification in IATA – DANGEROUS GOODS REGULATION
* Certification in Emirates Sky Cargo foundation.
* Certification in Emirates Sky Cargo DANGEROUS GOODS REGULATION
* Certification in External Project of University of Mumbai.

**PERSONAL DETAILS**

**Date of Birth:** 24th October 1990

**Nationality**: Indian| **Linguistic Abilities:** English, Hindi, Malayalam, Marathi and Tamil

**Driving License**: Valid Indian Driving License

***REFERENCES AVAILABLE UPON REQUEST***