

Executive Summary:

A self-motivated high performing customer service professional with 8+ years of excellent track record delivering results in an ever changing fast-paced business environment. The gamut of Industry exposure entails Engineering Services & Solutions, Logistics/Shipping, Supply Chain and Financial Services in a Global setup with customer partnerships across all continents and time zones. Managed team of high performing individuals meeting targets and delivering results consistently. Planning of work charter, training calendars, conflict resolution, shift assignment etc. were few of the responsibilities rendered as team leader.

Expertise in customer engagement, quality assurance, issue resolution, d-escalation, KPI adherence, process improvement framework, high collaboration quotient within the team and customer centric approach, where multi-tasking is the need of the hour. Ability to quickly comprehend the business criticality and effectively prioritize task to meet business demands. Highly focused and self-driven with very high affinity for delivering results, customer satisfaction, cross-functional collaboration, alignment with business goals and operational effectiveness. Process improvement and drive simplification initiatives that impacts customer and business positively.

Key Skills:

- Export/Import Process Documentation
- Stakeholder Management
- Payments & Invoicing - PO & DO
- Market Insights & Research
- Quotes & Proposals
- CRM - Sales Force Management
- Process Implementation
- Team Management
- Operations Management
- Cross-function Collaboration
- Query Resolution
- Order Management
- Audit & Quality Assurance
- Process Controls
- KPI Management
- Training & Learning - MS Office
- CSED, GCSS, GSIS, RKEM
- Agile, SDLC & SFPC Cert.

Professional Experience:

- 1 Role: Business Analyst - Salesforce (C2H)
Organization: ILENSYS Technologies Pvt. Ltd (Pune)
Term: Jan 2021 - Till Present

Responsibilities:

- Assists in the development and implementation of 'best practice' processes across the organization to ensure efficiency resulting in reduced costs and improved customer service.
- Analyses and summarizes data on all facets of the operations to drive transparency and objective and strategic decision-making and proposals.
- Liaises with other functions to ensure alignment and an enhanced customer experience.
- Industries Represented - Life Science - Analytical Equipment, Medical and devices, Refrigeration & Cooling Technologies, Bulk Material Handling.
- Work closely with program manager and 3rd party service provider to coordinate obsolescence notification.
- Initiate Problem Reports when parts have been validated as End of Life.
- Data collection from suppliers and reporting environmental compliance of products/services to customers after validation.

2 Role: Sr. Process Associate (Salesforce , Customer Service - Processing, Quality & Audit)
 Organization: Maersk Global Service Center (Pune)
 Regions Catered: NAM, IBC, PB, EME
 Term: April 2016 – Nov 2020 (4 Years 7 Months)
 Responsibilities:

- Ensure/update Client master data with accuracy and high-quality standards.
- Responsible of all disputes tagged to said cluster/region. Liaison with stakeholders for closures within SLA
- Daily check on vessels information to ensure accurate information, address queries and/or complaints on priority
- Coordination with vendors and teams for prompt and accurate payments and invoice processing.
- Resolve issues regarding supply as raised directly by the vessel
- Communicate significant trends, rate changes and policies to assigned accounts
- Process invoices for payment and Perform assigned ad hoc tasks
- Maintain shift plans and deploy resources in an optimal and effective manner
- Continuously strive to improve Manifest Process, Customer Experience by identifying opportunities to eliminate, simplify and standardize
- Drive process improvement to initiative to increase customer allegiance. (Agile) Develop customer value propositions for all appropriate business opportunities.
- Understanding of all service offerings to be able to offer integrated solutions.

3 Role: Process Associate – (Customer Service , Invoices)
 Organization: Maersk Global Service Center (Pune)
 Regions Catered: NEA – South Korea, Japan
 Term: April 2015 – April 2016 (1 Year)
 Responsibilities:

- End to End invoice processing of bookings received, via manifesting and amendment process within SLA.
- Handle customers urgent request / inquiries received through email's /IM and calls using Case Management tool and providing effective solution to the customer query.
- Liaise with different department / teams and enhanced process tools for delivering excellent customer service.
- Managing team members by assigning works task accordingly and maintaining time and productivity.
- Experience of handling different countries clients & cluster i.e.; (Turkey, Egypt, Israel, Georgia, Ukraine, Bulgaria, India, Pakistan, Bangladesh, Sri Lanka, South Korea, Japan, Canada & United States)

4 Role: Assistant Manager - (Customer Service & Operations)
 Organization: Kotak Mahindra Bank (Bengaluru)
 Term: 6 Months
 Responsibilities:

- New Customer Acquisition & Banking operations.
- Management of strategic NTB customers
- Mentor team for qualified data collection as part of KYC check & coordination with cross functional teams.
- Ensure proposal quality & data sanity for daily, weekly, monthly closures
- Analysis of win-loss ratio and prepare risk mitigation plan

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- 5** Role: Relationship Officer - (Customer Service & Operations)
 Organization: Axis Bank (Bengaluru)
 Term: 2 Years 1 Month
 Responsibilities:
 - Banking operations.
 - Management of strategic High Net Income (HNI) customers
 - Customer profiling & product/service mapping
 - Ensure KYC & AML process ownership & adherence by all functions
 - Chair weekly & monthly functional steering review meetings
 - Cross & up sell product portfolio
 - Increase value delivery & sustain customer relationships
 - Analysis of win-loss ratio and implement corrective measures
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- 6** Role: Business Analyst
 Organization: Innovays Business Solutions (International) (Bengaluru)
 Term: 6 Months
 Responsibilities:
 - Product & service awareness to prospective customers
 - Customer mapping across product value chain
 - Ensuring customer allegiance & loyalty by service assurance
 - Leadership dashboard reporting & drive initiatives
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Organizational Initiatives:

#	Course
1	Study of Production Process – Parle Co.
2	Study of Production & bottling process – Coca Cola
3	Study of Production & Operations – Mother Dairy
4	International Academic Tour – Help University, Malaysia

Academia:

#	Course	Institution
1	Post Graduate Diploma in Business Management	Acharya Institute of Management & Science
2	Bachelor's in Computer Science	Rani Durgawati Vishwavidyalaya
3	HSSC - Science	St. Gabriel's , Jabalpur
4	SSC - Science	St. Gabriel's , Jabalpur

Personal Details:

Date of birth	07-Sept-1985
Nationality	Indian
Visa Status	Valid , 2029
Marital Status	Married