

SUMMARY: - SENIOR LOGISTIC OPERATION EXECUTIVE (FREIGHT FORWARDING)

A Functional and Technology oriented professional who leads from the front, building a culture where every participant feels motivated to deliver beyond expectations. Passionate individual who believe in making things happen and with good domain knowledge of Logistics.

- Dynamic professional with 15 years of extensive work experience in India and Saudi Arabia in Freight Forwarding, Transportation and Ware House management. Well connected with latest technology setup with software such as CRM.
- Experience includes as new Business Setup for Naqleen CO limited with active participation in installation of CRM software
- Digitalization - Handled end to end Client management along with difference client requests fulfilment
- Involved in re-engineering of various processes across different domain of Freight forwarding

Professional Exposure

Parent Organization- Naqleen CO Limited

Senior Operation Analyst –May 2017 to Dec 2021

Freight Forwarding, Transportation and Ware-House Inventory: - End to end management of Customer service for Shipments via Air and Sea. Responsible for maintaining TAT and communication with government authorities. Maintain complete details of shipment in CRM application for further inventory purpose.

- **Customer Management**
 - ✓ End to End Building Customer Relationship with detail understanding of Customer Requirements.
 - ✓ Providing Service within agreed SLA.
 - ✓ Counselling customer with different service offered by organization with best match to his needs.
 - ✓ Understanding the problem statement of Customer and providing best possible solution.
- **End to End Co-ordination**
 - ✓ Communication with customer representatives and tracking complete detail of same.
 - ✓ Communication with overseas forwarders and adherence to policy and procedures of particular nations.
 - ✓ Internal process alignment to make sure customer service is not impacted.
- **Software and System Inventory**
 - ✓ End to End data maintenance in CRM software.
 - ✓ Tracking of order till final delivery with respective communication links.
 - ✓ Daily End of Day reporting of status to senior management.

Parent Organization- Orient Technology Pvt Ltd

Team Lead – IT Sales and Operations -January 2012 – April 2017

- **Customer Sales Inventory Management**
 - ✓ Detail Inventory Management of Customer Hardware and Software Requirement.
 - ✓ Critical Licence Software inventory management.
 - ✓ Vendor Evaluation for Hardware and Software purchases
 - ✓ Understanding the problem statement of Customer and providing best possible solution.
- **End to End User Support (Technical and Functional Issues)**
 - ✓ Managed technical support team for providing hardware and software support to users.
 - ✓ Level 2 SPOC of escalations
 - ✓ Handled critical issues such as data base crash or functional upgrades
- **Management Reporting and Pre-sale**
 - ✓ Daily weekly and monthly reporting to senior management on overall user support tickets.
 - ✓ Monthly reporting on inventory and cost.
 - ✓ Weekly and monthly reporting on sales lead and conversion

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Parent Organization- Allied Digital Services Ltd

Customer Support Engineer - IT – January 2008 – January 2012

- Setup & Troubleshooting of Win XP / Win 7 prof.
- Mail setup & troubleshooting for using application Lotus Notes / MS Outlook
- Troubleshoot in Desktop & Laptops.
- Handling all the calls of default application
- Giving Primary support to using application like Capex/Prowess/Docs/JDE
- Installation of IPASS through VPN Client
- Attending day to day problems
- Providing Remote support to all remote locations
- Troubleshooting in LAN/Internet
- Taking Daily Backup in server through Arc serve and Unix Server
- Generate Daily Call Reports
- Working on Active Directory Service doing task like creating user id giving necessary rights.
- Installation And Configuration Of Network Printer, Scanner & other devices

Parent Organization- Human Capital Solutions

Desktop Engineer - March 2004 – Dec 2007

- Troubleshooting in Printers and Pc's.
- Installing & Configuring O/S and default applications.
- Handling all the calls of default application. Troubleshooting in LAN / Internet
- Mail setup & troubleshooting for using application MS-outlook / Outlook express.

Education & Areas of Expertise:

- **Bachelors in Arts**
- **Diploma in Computer Hardware & Maintenance**
- **Certified Server/Desktop Virtualization, VMware,**

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