

Contact

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Top Skills

Accounting
Business Analysis
Account Management

Monalisha Lenka

Bigship Pvt Ltd II MBA II Marketing & HR II 6+ Years II Logistics & Courier Operations , Office administration, Customer service II UAE, DUBAI

Dubai, United Arab Emirates

Summary

A professional, currently working in Bigship as an accountant. Having 6+ years' experience on office administration, operations, floor management, Customer service & reporting.

Experience

Bigship

Operation executive

December 2024 - Present (1 year 3 months)

Bhubaneshwar, Odisha, India

Job Profile

- Manage e-commerce shipping and logistics operations by coordinating with multiple courier partners across India to ensure timely and cost-effective deliveries.
- Oversee backend operations post-delivery, including issue resolution and process optimization.
- Collect and analyze customer feedback after delivery to ensure a high level of satisfaction and maintain service quality standards.
- Plan and schedule daily pickups and deliveries, assigning routes and tasks to the logistics team efficiently.
- Prepare and maintain billing reports, cash received summaries, and provide daily operational updates to the Head Office (HO).
- Coordinate with courier partners to negotiate shipping rates, improve delivery timelines, and ensure smooth operations.
- Monitor and track shipment status through courier dashboards and proactively resolve delivery exceptions or delays.
- Maintain accurate records of undelivered, returned, or damaged shipments and coordinate with partners for resolution.
- Work closely with sales, customer service, and warehouse teams to ensure alignment between order processing and dispatch.

- Analyze delivery performance metrics such as TAT (Turnaround Time), RTO (Return to Origin) rate, and customer satisfaction scores, and implement improvement plans.
- Train and guide the logistics team on delivery handling, route optimization, and customer communication standards.
- Maintain coordination with finance for reconciliation of courier billing and COD settlements.

Intellect Management Group

Human Resources Recruiter

October 2022 - November 2024 (2 years 2 months)

Dubai, United Arab Emirates

Job profile:-

Job Profile: Recruitment Executive

- # Handle the end-to-end recruitment process including sourcing, screening, interviewing, and onboarding candidates for various departments.
- # Collaborate with hiring managers to understand job requirements, create job descriptions, and develop effective recruitment strategies.
- # Source candidates through job portals, social media platforms, employee referrals, and professional networks.
- # Conduct initial HR interviews to assess candidates' qualifications, experience, and cultural fit.
- # Coordinate technical and final interviews with respective departments and ensure smooth communication between candidates and hiring teams.

Bajaj Electricals Ltd

5 years 6 months

Coordinator

October 2016 - November 2018 (2 years 2 months)

Bhubaneswar, Odisha, India

Job -profile

- # Being an active member of Interacting with customer on floor & office.
- # Co-ordinate with customer & service team for resolving of the issue
- # Reporting to the Management on day to day activity.

Floor Coordinator

June 2013 - September 2016 (3 years 4 months)

Cuttack Area, India

Interacting with customer on floor & office.

Co-ordinate with customer & service team for issue resolving.

Education

Punjab Technical University

Master of Business Administration - MBA, Business Administration and Management, General

Utkal University

Bachelor of Arts - BA, Art/Art Studies, General