

Dheeraj Dubey

Senior Process Associate

Versatile, Goal-oriented Associate with the capacity to rally the internal and external team's to complete any task on time. Expert in Communication & Data Management with an emphasis on analytics. A cross-disciplinary approach to client satisfaction, seeking to creatively solve any problem.



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WORK EXPERIENCE

Senior Process Associate DHL Global Freight Forwarding

09/2018 - Present

Logistics & Freight Forwarding

Achievements/Tasks

- Task Includes: Expediting, Custom Declaration, Data Analysing, Billing, Quality Audit & Training.
- Maintained a customer satisfaction rate of 95% for 2019-2020.
- Met all deadlines, including month-end reporting objectives. Hit and exceeded KPIs by 30%.
- Communicated with 20+ company partners and clients on a daily basis via call/ email / chat.
- Collaborated with RPA team as OCR Data Verification Officer for Process Automation.
- Participated in special projects upon request from the department manager.
- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.

Customer Service Associate Quadra Global Services

02/2015 - 09/2018

IT and Other Services

Achievements/Tasks

- Solved 20 - 25 tickets on a daily basis.
- Implemented new working processes which delivered continued improvements.
- Carried out retention calls with unsatisfied customers, convincing 20% of them to keep using the services.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Cross-trained and provided back up for customer service managers.

EDUCATION

Bachelor of Science in chemistry Veer Bahadur Singh University

03/2014 - 03/2017

Diploma In Pharmacy. MET Institute Of Pharmacy

03/2011 - 03/2013

SKILLS

Effective communication

Creative Problem Solver

SQL

Analytics

Customer service

MS Office

HTML

Ideation+Implementation

BI Tools

PROJECTS

DHL Industrial Projects (09/2018 - 12/2019)

- Worked on various DHL Industrial Projects for Customers like Baker Hughes, Perenco Gabon, Weatherford, Fluor, Bechtel, Shell TNT, SABIC, Etc

ACHIEVEMENTS

Have received Star of the month Certificate 16 times in DHL Journey.

Received Appreciation from Managers for various developments in Process.

Received Appreciation from Business Partner on successful completion of Billing Backlogs.

Have been rewarded as Student of the Year in D Pharma last year. (03/2011 - 03/2013)

LANGUAGES

English

Full Professional Proficiency

Spanish

Elementary Proficiency

Hindi

Full Professional Proficiency

French

Elementary Proficiency

INTERESTS

Reading

Learning New Skills

Health Science & Lifestyle Medicine

Data Analytics

Technology

Programming