

Swapnil Pal

Senior Process Associate

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

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📞 +919920096972

📍 Mumbai, India

WORK EXPERIENCE

Senior Process Associate

DHL Global Freight Forwarding

09/2019 - Present

Mumbai

Logistics & Freight Forwarding

Achievements/Tasks

- Task Includes: Custom Declaration, Report Analysing, Quality Audit & Training.
- Maintained a customer satisfaction rate of 95% for 2020.
- Communicated with 20+ company partners and clients on a daily basis via call/ email / chat.
- Updating SOP as per client requirement.
- Collaborated with RPA team as OCR Data Verification Officer for Process Automation.
- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.

Senior Process Specialist

Sterling Talent Solutions

01/2016 - 09/2019

Mumbai

Achievements/Tasks

- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth.
- Developed standard operating procedures (SOPs) and document workflows for current and future process steps.
- Cross-trained and provided back up for customer service managers.

Process Associate

WNS Global Services PVT LTD

09/2014 - 01/2016

Mumbai

Achievements/Tasks

- Cross-trained and provided backup to supervisor.
- Solving all the queries of my team members related to process or email.
- Implemented new working processes which delivered continued improvements.
- Met all deadlines, including month-end reporting objectives.

EDUCATION

Master Of Commerce

Mumbai University

03/2012 - 03/2014

SKILLS

MS Office

SQL

Advance Excel

Customer service

Analytics

ACHIEVEMENTS

Have received Star of the month .

Received Appreciation from Managers for various developments in Process.

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Spanish

Elementary Proficiency

Marathi

Native or Bilingual Proficiency

INTERESTS

Learning New Skills

Data Analytics

Listening Music

Playing Cricket