

## Objective:

Results-driven logistics and supply chain professional with 7+ years of experience in ocean import operations, freight forwarding, customs compliance, and rate management. Skilled in Cargo Wise, shipping documentation, regulatory adherence, and vendor coordination, with a proven track record of reducing documentation errors, ensuring 100% filing compliance, and improving on-time deliveries. Seeking to leverage expertise in global logistics operations, process improvement, and client support to contribute to organizational growth and operational excellence.

## Professional Summary:

**Maersk Global Service, Chennai — Senior Process Expert**

July -2024 - Present

*Logistics Domain*

## Roles and Responsibilities:

### Operations & Customer Support

- ❖ Delivered first-level support to clients by addressing inquiries related to freight movement, customs documentation, shipment delays, and insurance coverage, ensuring timely and accurate resolution.
- ❖ Responded to inbound customer queries on shipment status, customs delays, and damage claims by analysing shipment data and documents, and providing effective troubleshooting solutions.
- ❖ Acted as a liaison between clients and carriers, providing proactive updates on container arrivals, discrepancies, and insurance claim procedures, resulting in improved customer satisfaction.
- ❖ Interpreted shipping documentation to assess cargo health/status, identified customs actions or port/carrier follow-ups required, and ensured smooth logistics flow.
- ❖ Successfully managed end-to-end US ocean import operations in Cargo Wise, reducing documentation errors by 20% and ensuring 100% filing compliance.
- ❖ Streamlined coordination with overseas agents, carriers, customs brokers, and trucking vendors, improving on-time container deliveries by 15% and minimizing port delays.

### Documentation, Compliance & Dispute Resolution

- ❖ Verified arrival notices, invoices, and cargo details against system records to ensure accuracy and compliance.
- ❖ Collaborated with the dispute resolution team to investigate and resolve invoice discrepancies promptly and effectively.
- ❖ Maintained audit-ready records and ensured full adherence to US Customs & FMC regulations, achieving zero compliance violations during audits.
- ❖ Coordinated with internal departments and external stakeholders to resolve minor coverage issues and customer complaints, documenting all communications in line with compliance standards.
- ❖ Maintained detailed and accurate records of customer interactions, issue logs, and resolution steps to support service improvement and audit readiness.

### Pricing & Rate Management

- ❖ Created and maintained ocean freight rates by coordinating with liners and filing accurate POL-POD combinations in compliance with SLA requirements.

- ❖ Reviewed origin, freight, and destination charges against HQ-provided rate structures; raised and followed up on queries to ensure complete and error-free rate filing.
- ❖ Handled daily communication with liners regarding rates and contract terms for both short- and long-term agreements, ensuring competitive and accurate rate management.
- ❖ Monitored container rates worldwide, handled shipment rate inquiries, and ensured consistency in global pricing structures.

### **Reporting & Training**

- ❖ Analysed logistics and customs data (clearance timelines, container movements, delivery status) to identify potential risks and recommended corrective actions to prevent shipment delays.
- ❖ Prepared daily KPI reports to track team performance, analyzed trends for operational improvements, and presented insights to management.
- ❖ Conducted training sessions for new team members on CargoWise operations, ocean freight processes, and compliance guidelines, enhancing team efficiency and accuracy.

## **Tata Consultancy Services, Chennai — *Senior Process Executive***

September 2022 - July 2024

### ***Logistics Domain***

### **Roles and Responsibilities:**

#### **Operations & Client Support**

- ❖ Handled freight forwarding documents and invoices with accuracy and attention to compliance requirements.
- ❖ Provided first-line operational support for logistics processes on behalf of international clients, ensuring timely resolution of documentation, invoicing, and shipment-related queries.
- ❖ Responded to inbound service requests concerning shipment milestones, billing discrepancies, or customs delays, directing complex issues to appropriate internal teams.
- ❖ Assisted in resolving insurance claim support queries related to cargo damage or delivery delays, adhering to service process guidelines and client-specific SOPs.
- ❖ Managed client calls by effectively addressing queries, operational issues, and technical challenges in a prompt and professional manner.
- ❖ Acted as Shift in Charge (SIC), overseeing daily operational activities, delegating tasks, and ensuring SLA adherence.

#### **Issue Resolution & Escalations**

- ❖ Handled customer escalations and minor complaints by identifying root causes in documentation errors, system delays, or status mismatches, and ensuring accurate resolution.
- ❖ Supported backend operations by analyzing logistics data (delivery reports, booking errors, shipment exceptions) and recommending corrective actions to restore process flow.
- ❖ Interpreted shipment and freight data to assess the health/status of ongoing logistics cases and determined corrective action or escalation requirements.
- ❖ Coordinated with cross-functional teams including freight forwarders, customs brokers, and IT support to ensure SLA compliance and improved customer satisfaction.

#### **Documentation, Reporting & Audits**

- ❖ Maintained consistent documentation of customer interactions, issue logs, and follow-ups, enabling transparency and tracking for audits and reviews.
- ❖ Prepared daily operational reports, including MIS, utilization metrics, and production counts, ensuring accurate visibility of team performance.

- ❖ Conducted quality checks for new team members and performed internal audits quarterly to maintain compliance with client standards.
- ❖ Reviewed production output of peers to ensure 100% accuracy and adherence to quality benchmarks.

### **Process Improvement & Training**

- ❖ Conducted daily team meetings to explain TAT requirements, escalation impacts, and process improvement initiatives.
- ❖ Cascaded process updates and client communications to the team in a timely and structured manner.
- ❖ Conducted knowledge-sharing sessions and team meetings for better process understanding and alignment.
- ❖ Prepared SOPs for new projects and processes, ensuring smooth onboarding and operational efficiency for new accounts

## **Teleperformance Global Service Ltd, Chennai— Senior Customer Service Executive**

August 2019 - September 2022

### ***Logistics Domain***

### **Roles and Responsibilities:**

#### **Documentation & Customs Compliance**

- ❖ Validated various types of documents received from SSL, ensuring accuracy and compliance with customs clearance requirements.
- ❖ Managed shipping documentation, including Bills of Lading, manifests, and draft releases, while coordinating with customers for timely approvals.
- ❖ Processed IT, IE, and T&E bonds and prepared manifesting customs reports to support clearance and compliance.
- ❖ Identified and addressed different types of holds placed on shipments (customs, port, carrier) to avoid delays.

#### **Shipment Tracking & Coordination**

- ❖ Tracked vessels and shipments for POL (Port of Loading), IP (Inland Point), and POD (Port of Discharge) to ensure real-time visibility and smooth cargo movement.
- ❖ Followed up on ETA/ATA of vessels at POD and coordinated accordingly to prevent shipment delays.
- ❖ Coordinated the return of empty containers to designated depots, ensuring timely release and avoiding penalties.

#### **Invoice Validation & Payments**

- ❖ Validated arrival notices and invoices to authorize accurate payment releases for shipments.
- ❖ Verified demurrage and detention invoices to ensure accuracy and processed payments within agreed timelines.
- ❖ Created accurate invoices and ensured timely release of payments in compliance with client and carrier requirements.

#### **Audits & Process Control**

- ❖ Performed internal and random audits to ensure operational accuracy and compliance with company and client standards.
- ❖ Ensured proper documentation and audit readiness to support customs and internal compliance checks.

## **A.R. KRISHNAN & ASSOCIATES, Chennai— Audit Assistant**

April 2018- July 2019

## ***Audit Assistant***

### **Roles and Responsibilities:**

- ❖ Conducted a comprehensive review of internal audit operating procedures and workflow.
- ❖ Assessed internal controls to ensure compliance with regulatory standards.
- ❖ Prepared detailed reports on the financial status of government company operations.
- ❖ Executed audit test work to validate financial transactions and operational processes.
- ❖ Verified financial data and conducted rigorous financial audits.
- ❖ Maintained accurate and organized records of audit findings and recommendations.

### **Education**

#### **St. Joseph's Arts & Science, Chennai**

Bachelor of Commerce (B.Com)

2015 - 2018

### **Skills:**

- ❖ US Ocean Import & Freight Forwarding Operations
- ❖ Customs Clearance & Regulatory Compliance (US Customs, FMC)
- ❖ Cargo Wise & Logistics ERP Tools (SAP TM, Tracking Systems)
- ❖ Shipping Documentation (MBL, HBL, Invoices, Packing Lists)
- ❖ Rate Filing, Contract Management & Dispute Resolution
- ❖ Vessel & Container Tracking (ETA/ATA, POL, POD, IP)
- ❖ Invoice Validation & Financial Accuracy (Demurrage/Detention)
- ❖ Client & Stakeholder Communication
- ❖ Process Improvement, SLA Management & Audit Readiness
- ❖ Team Training, Mentoring & SOP Development