

SONIT SHARMA

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Career Objective

To endeavor for excellence and deliver to the best of my abilities, to pursue a dynamic and challenging career with an organization of repute which gives value addition to the organization as well as offers opportunity to enhance professional skills while getting a high level of satisfaction and recognition.

Experience

NIPPON EXPRESS INDIA PVT. LTD. KOLKATA, WB

CORPORATE CUSTOMER SUPPORT – OCEAN EXPORT

OCT. 2021 – Present

NIPPON EXPRESS INDIA PVT. LTD. AHMEDABAD, GJ

CORPORATE CUSTOMER SUPPORT – OCEAN EXPORT

NOV. 2020 – OCT. 2021

BUSINESS DEVELOPMENT EXECUTIVE – AIR & OCEAN

AUG. 2019 – NOV. 2020

NIPPON EXPRESS INDIA PVT LTD is a Japanese Logistics Company dealing in Freight Forwarding, warehousing, Logistics & Custom Clearance services throughout the world.

Responsibilities at work:**Operational Activities**

- Carrying out activities related to Ocean Exports Operations. • Ensure proper flow of cargo and information to all partners in trade from the time of receiving booking until the shipment is executed. • Executing FCL shipments in terms to General/Haz/Abnormal cargo as well as LCL shipments too. • Process bookings in system, produced documentation required like VGM, updating SB on ODEX and MMD3, Draft BL and cost sheet preparation; dealt with any client queries. • Arranging consignments on strategic locations according to their delivery schedule. Working closely with the internal team and planning for loading and unloading goods. • Arranging/finalizing pricing, payments to shipping lines & other logistic vendors. • Provide accurate and timely reporting of information to customers including sending quotations, pricing, shipping details and supply chain related documentation.
- Handling Key Accounts in terms to corporate sales and customer support service • Ensuring there are minimal operation related issues or claims. • Developing procurement and outsourcing strategies relating to shipments.
- To control operational expenses further increasing the organization GP. • Supporting whole End-to-End process of Freight forwarding procedures along with custom clearance and transportation or otherwise.

Sales Activities

- Ensuring strong correspondence with clients, organizing meetings with them to convert inquiries into opportunities. • Arranging rates, negotiations with clients, shipping line and overseas offices. • Established effective communications and co-ordination between clientele & vendors, Day to Day internal as well as external communications. • Executed multi-modal freight management services (sea / air / road) for imports and exports.
- Managing revenue targets, close follow up for outstanding payments. • Providing weekly and monthly volume and utility report to the management. • Co-operated with other teams to ensure cost / revenue are processed accurately and on time. • Work with the Operations team and suppliers to ensure customer's expectations are met. • Carried out troubleshooting and finding a solution for various challenges in executing shipments.
- Build and maintain effective relationships with customers, suppliers, and team members.

R.S TEXTORIUM. KOLKATA, WB

ASST MANAGER – SALES

APR. 2016 – JUL. 2019

RIDDHISIDDHI FASHIONS PVT. LTD, (R S Textorium) Kolkata, WB is a private limited company that manufacture, Trader of Textile material like Silk, Chiffon & Crepe Fabric with own Creation works.

Responsibilities at work:

- Finalizing sales deals with clientele at National & International level as well.
- Finalizing Purchases of raw material from local locations as well as outstation within the best possible rates.
- Co-ordination & communication with all sort of craftsmen for customized finished products.
- Looking After all other operations in terms to running the organization.
- Preparation and finalization of purchase orders, proforma invoices to close the deal.
- Handling Goods returns & other relevant management.
- Managing the staff inclusive of sales team, laborer's, transporters, accounting team and all other working staff.
- Physical stock taking and valuation on every month end as well as on the year end.

AEGIS GLOBAL. AHMEDABAD, GJ

CUSTOMER SUPPORT SPECIALIST

JAN. 2015 – MAR. 2016

Responsibilities at work:

- Assisting client with any inquiries while ensuring the highest standards of customer service are met.
- Depending on the industry / company genre, duties vary from helping customers resolve purchasing problems to assisting with relevant products & services.
- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Provide assistance for customers with special billing requests.

Education

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|--|----------|
| • Gujarat University, Ahmedabad, Gujarat
Post-Graduation M.COM, Commerce, Present | NA |
| • JGCC-Gujarat University, Ahmedabad, Gujarat
Graduation B.COM, Commerce, Mar. 2016 | CGPA-5.6 |
| • Calcutta Public School (ISC), Kolkata, West Bengal
Higher Secondary, Commerce, Mar. 2013 | 64% |
| • Calcutta Public School (ISC), Kolkata, West Bengal
Senior Secondary, Mar. 2011 | 74% |

Computer Knowledge

- Having Necessary working knowledge of computers in MS Office-2013 and Basics in Advance Excel.
- Having Good Exposure of OUTLOOK SYSTEM , IBM LOTUS and easily compatible with any other ERP Systems.
- Having Certificate of Information Technology and Soft Skills (ICITSS) Previously known as ITOT conducted by Institute of Chartered Accountants of India (ICAI) New Delhi.

Certificates

- LOGISTICS AND SUPPLY CHAIN MANAGEMENT
FROM **GREAT LEARNING** FEB'22 (OTYZTWBF)
- SIX SIGMA WHITE BELT
FROM **AVETA BUSINESS INSTITUTE** MAY'20 (ooRPMGxKJZ)

Strength & Skills

• Multilingual • Operations management • Documentations • Customer Service • Good Team Player and Keen Learner. • Dedicated, disciplined, and believe in teamwork. • Enthusiastic and Committed to deadlines and schedules and accountable for work. • Strive for Perfection in every work.

Languages known

• English • Bangla • Hindi • Gujarati • Marvadi.
(Learning • Japanese, • Oriya & • Kannada)

Hobbies

• COOKING • TRAVELLING • LEARNING LANGUAGES

References available upon request.