



Nikhil Meghnani

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Creative and motivated Custom Service professional with a demonstrated experience in dealing imports. Seeking a challenging and responsible position in a growing organization, where capabilities can be utilized to the best extend and in the process add value to the organization.

LANGUAGES

English	● ● ● ● ●
Hindi	● ● ● ● ●
Gujarati	● ● ● ● ●
Sindhi	● ● ● ● ●

Education

PGDM

Parul Institute of Management
Vadodara (2016 - 2018)

B.BOM

J.B.Thacker Commerce College
Bhuj (2013 – 2016)

Primary & Secondary School

St. Xavier's High School
Bhuj

Interests

Reading (Fiction/Non-Fiction)

Learning to play an instrument

Professional Experience

Senior Executive- Zonal Customer Service - Export

CMA CGM Agencies (India) Pvt Ltd, Ahmedabad (2022)

- Provide support and resolution for customer queries received via telephone / e-mail as per defined SLAs and quality parameters.
- Liaise with various internal and external stakeholders to facilitate exchange of information between customers and the organization & to provide resolution to customer queries and requests.
- Educate customers on CMA CGM procedures, country rules & restrictions, SOPs, best practices and usage of E-Business tools.
- Longstanding unit's follow-up with customers.
- Management of customer disputes.
- Perform timely system related updates to ensure smooth transactional flow across the shipment lifecycle

Customer Support Executive

Ashapura Forwarders Ltd, Ahmedabad (2020 - 2022)

- Coordinating with Customer.
- Internal coordination Operation team, Documentation team, Accounts team.
- Constantly update customers with the shipment tracking details.
- Tracking Shipment movement and updating.
- Identifying bottlenecks and resolving them on time. Preparing daily & weekly shipment reports. Preparing documentation.
- Checking pre alert documents for execution.
- Obtain clarification in the event of discrepancy observed in documents
- Ensure the shipment is cleared and dispatch with TAT Cycle.

Sales Support

New Era, Dubai (June 2019 – December 2019)

- Coordinating & supporting sales team in daily activities.
- Tracking and maintaining report of daily and weekly sales.
- Track and update warehouse inventory in system.
- Informing purchase team regarding item that are low in stock.
- Supervising loading/unloading of deliveries and receivables.
- Ensure the orders are loaded in delivered as per given timeline.
- Keeping track of license/permits of Sales and Transport team.

International Marketing Intern

Aashapura Trading & Co, Ankleshwar (June 2018 - July 2018)

- Searching for potential clients.
- Contacting through calls and e-mail.
- Prepare report containing details of potential company to approach for sales.
- Support the Marketing Manager with any tasks as assigned.
- Co-ordinate with sales team.
- Helping with shipping procedure and documents.
- Pro-actively participated in weekly team meetings

Admin

J.K. Meghnani & Co Bhuj (2014 - 2016)

- Optimizing business processes.
- Contacting through calls and e-mail.
- Coordinating the flow of the documentation
- Attending work related to banking.
- Attending to and helping customer with their queries. Keeping all records organized and filed.