





Rupeshkumar Thacker

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About Me

Focused professional with over 6 year experience in shipping. Seeking to leverage background and formal training to take next career step in shipping management with a respected organization focused on building strong relationships with customers through exceptional service and coverage in industry.

Education

PGDM – Shipping Management

Narottam Morarjee Institute of Shipping
Approved by GOI & Ministry of Shipping
Mumbai, Maharashtra

Graduated; June 2018

BE-Electronics and Telecommunication

SIES Graduate School of Technology
Mumbai University
Nerul, Navi Mumbai, Maharashtra

Graduated; June 2014

Marks 55%
Division 2

10+2

Alfred High School
Gujarat State Board
Bhuj, Gujarat

Graduated, March 2008

Marks 56.6%
Division 2

Career Highlights

1) Documentation Executive

November-2015 – January-2018
Ashutosh Container Services Pvt Ltd,
Adani port Road, Mundra (Kutch), Gujarat

Key Profile

- To look after smooth operation.
- Making necessary change in process to provide optimum service for different operation.
- To collect necessary documents and update in CFS software (CFS MAG 3.0) for the clearance of imported or export cargo.
- Reporting of container inventory of various procedures to liner agencies.
- To coordinate with transport and operation department for the movement of container to and from Adani terminal.
- To inward necessary information to customs department related to various activities.
- To cross check and verification of various report provide from survey and labour contractor.

2) Customer Service Executive- Export (VIP & Global Account)

February 2018 – July 2019

CMA CGM AGENCIES INDIA PVT LTD

S G Highway, Ahmedabad, Gujarat

Key Profile

- Booking release.
- Nomination/cross trade booking release
- To execute off-loading cases to get empty container accepted at Empty yard.
- To execute back to town and HOLD cases as per customer request.
- To check vessel discrepancies to avoid delay in loading of container and to reduce vessel waiting time.
- To perform linking/delinking/part load / split request for VIP and global accounts such as WALMAR/IKEA.
- To assist customer with the loading of container from transshipment if its stuck due to any specific concern with shipment.
- To attend Customs examination queries to avoid shifting delay of container from terminal.
- AMS/ENS follow up with team to get advanced manifest filed for Europe and USA customs to avoid any missing manifest penalties.

3) Customer Experience partner- Export

July 2019 – Till date

MAERSK INDIA PVT LTD

S G Highway, Ahmedabad, Gujarat

Key Profile

- To look after the day to day queries of customer assigned to me for smooth execution of shipment.
- To Look after vessel execution and allocation queries from capacity desk for loading of shipment to avoid empty sailing of vessel.
- To check vessel discrepancies to avoid delay in loading of container and to reduce vessel waiting time.
- To look after logistic and supply chain queries and to connect customer with concern desk to resolve concern on ground level.
- To assist customer with current trade situation to place bookings to cater the shipment as per their demand and supply.
- To coordinate with dispute team for faster solution to customer with the invoices to get shipment closed to get cargo delivered smoothly.
- AMS/ENS follow up with team to get advanced manifest filed for Europe and USA customs to avoid any missing manifest penalties.
- On board customer with the process and KPIs to support them with the queries with best customer experience.

Skills

- Communicating with People
- Coordination amongst team
- Ability to work under Pressure
- Managing team with ease
- Multi-tasking

Languages

- English
- Hindi
- Gujarati
- Kutchi
- Marathi

Personal Details

Father's Name:	Mr. Arvindbhai Thacker	Marital Status:	Married
Birthday:	June 23, 1991	Nationality:	Indian
Gender:	Male		

Declaration

I, Rupeshkumar Thacker, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.