PRIYA VM

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PROFESSIONAL SUMMARY

A dynamic and results-driven logistics professional with over 4 years of experience, specializing in end-to-end import/export operations and client management. **Certified across all three levels of CargoWise One (CW1)**, possessing deep technical expertise in consolidation, documentation, and automated processes. Proven ability to streamline workflows, resolve complex client issues, and drive operational efficiency. Eager to leverage a strong foundation in global logistics and a passion for technology to excel in a challenging role.

CORE COMPETENCIES

- **CargoWise One (CW1):** Certified Professional, Specialist, and Operator. Expertise in creating consolidations, MBL/HBL documentation, and managing shipments.
- **Logistics & Freight:** End-to-end Import/Export Operations (Ocean/Air), Customs Formalities, Vendor Management, Shipment Tracking (ATD/ATA).
- **Technical:** RPA (Robotic Process Automation), Salesforce, SQL, MS Excel (Pivot Tables, Reporting).
- **Client Engagement:** Proactive Client Communication, Stakeholder Coordination, Problem Resolution.

WORK EXPERIENCE

Alltrans Shipping and Logistics LLP - Chennai   Oct 2023 - Aug 2024
Customer Support Executive

- Led the coordination of **end-to-end import and export ocean shipments**, serving as the **primary client liaison** from booking to final delivery.
- Managed a network of **shipping lines, Customs House Agents (CHA)**, and **overseas agents** to ensure seamless operational flow.
- Drove **client satisfaction** by providing **real-time shipment** updates and proactively resolving all logistics-related issues.
- Verified and prepared all **shipping documentation** to ensure full compliance and avoid delays.

Soft Freight Logic Pvt. Ltd. - Chennai   Dec 2021 - Feb 2023
Process Associate

- Mastered **CargoWise One (CW1)** for creating and managing direct and transshipment **consolidations and shipments**.
- Automated client rate, costing, and tariff updates in **CW1** using **RPA tools**, significantly enhancing data accuracy and efficiency.
- Spearheaded the documentation process for all air and sea freight, including the creation of Master Bill of Lading **(MBL)** and House Bill of Lading **(HBL)**.
- Ensured customs compliance by handling all **RCG (Custom Approval)** submissions for export consolidations.
- Provided crucial technical support and training to new team members on the effective use of CW1.

TNQ Technologies - Chennai   Oct 2019 - Nov 2020
Mechanical Editor

- Edited and formatted scientific journals, ensuring adherence to quality, grammar, and style standards.
- Developed a strong attention to detail and ability to manage multiple deadlines in a fast-paced environment.

First Source Pvt. Ltd. - Chennai   Jul 2018 - Jun 2019
Data Associate

- Managed and updated client medical billing records using the Salesforce platform.
- Generated weekly client reports and actionable insights using Excel Pivot Tables.
- Ensured data integrity and accuracy in all professional communications.

EDUCATION

Bachelor of Technology (B.Tech) in Information Technology   Aug 2014 - May 2018
Pallavan College of Engineering

Relevant Coursework: Database Management Systems, Data Structures and Algorithms, Web Technologies, Software Engineering, Computer NetworksThesis on "Innovations in Sustainable Engineering Practices".

CERTIFICATIONS

- **CargoWise One Certified Professional (CCP)**
- **CargoWise One Certified Specialist (CCS)**
- **CargoWise One Certified Operator (CCO) (re-validated till Oct 2027)**
- **Note:** Certifications obtained in 2022. Currently in the process of renewal for re-validation until 2025.
- **SQL (Basic)** - HackerRank

LINGUISTIC PROFICIENCY

- **English:** Fluent
- **Tamil:** Native
- **Telugu:** Conversational