

**S M PRADEEPKUMAR**

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**OBJECTIVE:**

To gain knowledge and experience over the course of my career so as to enable me to add value, faster productivity and profitability in the organization and society.

**CURRENT EMPLOYEMENT**

**Export Documentation Executive (Sep 2019 to Till date)**

**Organization: MSC (India) service Center (<http://www.MSC.com/>),  
Chennai, Ambattur (One india bulls park)**

**Key Activities:**

- ◆ Manifesting Shipping Instructions received from Shippers, freight forwarders & the Front offices.
- ◆ Index & Sorting Shipping Instructions, from liners/customers, etc.
- ◆ Co-ordinate with Front Offices & Freight Forwarders via e-mails.
- ◆ Follow-up for SI & Shipping doc & mailbox handling.
- ◆ Processing the Draft correction from Customers and Regional Area Offices and releasing the BL
- ◆ Creation of DTX for Export Documentation.
- ◆ Auditing the BL and released the DRAFT copy to the customers.
- ◆ Conducting weekly team meetings and providing weekly status to top management for review.
- ◆ Weekly calls with Front office to discuss about productivity, process stability and updates.
- ◆ Presenting the productivity report and process trend to the Team on daily basis.

**PROFESSIONAL PROFILE**

- ◆ Shipping profession of experience 1.2 years as Data Quality and Routing finder with **CMA CGM shared service center.**
- ◆ Retail Banking of experience 9 months as Process Advisor with **Barclays shared services**
- ◆ Digital Printing profession of experience 1.2 Years as Document Specialist with **RR Donnelly india Pvt Ltd.**

**EMPLOYMENT:**

**(Executive) Operation Support (June 2018 to Sep 2019)**

**Organization: CMA CGM SSC (<http://www.cma-cgm.com/>), Chennai, Ambattur (Ambit IT Park)**

**Company facts and information**

**CMA CGM** is the core liner shipping activity handling exports and imports in all over the world. Head office is in France.

**Key Activities:****DATA QUALITY**

- ◆ Data quality is taking care of major part of the operation support
- ◆ To maintain the quality of all the process which comes under the operation support team.
- ◆ Research and document existing errors in business processes related to Booking, Tracking and e-invoices of online Shipments.
- ◆ Providing solution through process enhancements to customer requirements.
- ◆ Identifying and resolving errors and issues that arise during integration of Booking, Tracking events and e-invoices through third party shipping platforms
- ◆ Identifying and assisting in solving problems faced by customers involved in shipping process. Develop user documentation and scripts for functional usability and report generation.
- ◆ Amendment in draft wherever necessary.

**ROUTING FINDER**

- ◆ Validation of routing to give the best routing solution to the custom based on thier requirement is the main intention routing finder team.
- ◆ Appartment from this we validate booklet is set of routing instruction that comes under one common vessel along with another combination of ports and vessels, this will replicate in our in CMA CGM website for our customer to avoid unavailability of vessels.
- ◆ That booklets will be uploaded by the commercial manager and maintained by our routing finder team, each and every booklet has one commercial manager.
- ◆ We advise the voyage creation team to create voyages for the vessels based on thier requirements.
- ◆ We also advise for the approval of routing if the customer required routing is not approved, because without approval next procedure of the shipping will not be taken.

**EMPLOYMENT:**

**Payments Protection Insurance (Process Advisor) (Dec 2015 to Sep 2016)**

**Organization: BARCLAYS SHARED SERVICES, (contract basis)  
(DLF IT PARK) porur.**

**Company facts and information**

**Barclays** is a British multinational investment bank and financial services company headquartered in London. Apart from investment banking, Barclays is organised into four core businesses: personal banking, corporate banking, wealth management, and investment management.

**Key Activities:**

- ◆ Payment Protection Insurance
- ◆ Investigation Case Handling
- ◆ Experience of Performing Complex Redress Calculations
- ◆ Performing Accurate Redress Calculations to relating types of Loans, Mortgage
- ◆ Following complex processes in a methodical way with high attention to detail Data
- ◆ inputting information into spreadsheet calculators
- ◆ Capturing calculations and outcomes into systems
- ◆ Understanding and applying business rules

**EMPLOYMENT:**

**Document Specialist in Financial print (Aug 2013 to Dec 2014)**

**Organization: RR Donnelley India outsource limited, Chennai, Teynampet (prestige polygon)**

**Company facts and information**

**RR Donnelley** is a Fortune 500 integrated communications company that provides marketing and business communications, commercial printing, and related services. Its corporate headquarters are located in Chicago, Illinois, United States.

**Key Activities:**

- ◆ Prepare & Formatting the Report Documents as Per Client Style Specifications.
- ◆ Doing a typeset document which includes Alteration, Content/Style and fixing the error Accordingly.
- ◆ Doing well in MS Word, MS Excel, and MS PPT (Make slide alterations and deliver 100% Quality).
- ◆ Planning the Strategy /Technique to get the job done On-Time and with utmost Quality Reporting.
- ◆ Handling independently and delivering it (i.e.) assigned job up to Customers (Client) Satisfaction.
- ◆ Strictly follow the Process derived, at any cost under any circumstances.

**Fundamentals of Computer:**

**Software Tools** : Quick Test Professional, Mercury & Load Runner.

**CSC computer education** : Diploma in MS Office

**Accord info Matrix** : Certified has Software Testing

**SKILLS:**

Comprehensive problem solving abilities, fast learner, excellent verbal and written communication skills, ability to deal with people diplomatically, willingness to learn team facilitator hard worker.

**ACADEMIC CREDENTIALS:**

**UG** – Bcom Corporate secretaryship, 2012  
Pachaiyappa's College, Nungambakkam, Chennai-30

**HSC** – 12<sup>th</sup> - 2008  
Bethel Matric higher sec school, Ayanavaram, Chennai-23.

**SSLC** – 10<sup>th</sup> - 2006  
Ashok Matriculation higher sec school, Ayanavaam, Chennai- 23.

**STRENGTHS:**

- Flexibility and Adaptability to work in any environment.
- Willingness to accept any challenge irrespective of its complexity.
- Good team player and positive attitude.
- Disciplined & good etiquette.

**HOBBIES:**

- Carrom board
- Table Tennis
- Listening music

**PERSONAL DETAILS:**

Date of birth : 20 December 1989  
Gender : Male  
Languages known : Tamil, English, Telugu  
Nationality : Indian

**DECLARATION:**

I hereby declare that the above information is correct and no important relevant information has been omitted.

**S M PRADEEPKUMAR**