

Uchechukwu Edwin Ukeje

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QUALIFICATIONS SUMMARY

Highly analytical and detail-oriented professional offering a wealth of transferable skills and previous experience in customer services; well-prepared to excel in a role in your company.

- ▶ **Cargo Readiness Officer/Customer Support:** Solutions-oriented individual with demonstrated ability to assess the customer risk and collect the supportive customer information.
- ▶ **Relationship Management:** Strategic relationship builder adept at cultivating productive relationships with customers and facilitating administrative support functions.
- ▶ **Communication:** Capable of leveraging superior communication talents to deliver solutions to customers. Ability to deliver support to customers while providing product information.
- ▶ **Key Strengths:** Critical thinker who works well under pressure and time constraints to make decisions that will support the corporate mission. Sharp and adaptive; able to quickly learn and apply new concepts, techniques, and technologies.

EDUCATIONAL BACKGROUND

Masters in International Business Administration, 6/2019

ESTONIA ENTREPRENEURSHIP, UNIVERSITY OF APPLIED SCIENCE, Tallinn, Estonia

Master of Arts in Marketing Management, 2/2016

EASTERN MEDITERRANEAN UNIVERSITY, GAZIMAGUSA, CYPRUS

Bachelor of Sciences, 7/2009

UNIVERSITY OF PORT-HARCOURT CHOKA RIVERS STATE, NIGERIA., PORT-HARCOURT, NIGERIA

PROFESSIONAL EXPERIENCE

CMA CGM ESTONIA OÜ

Cargo Readiness Officer/Booking Officer (3/2020 – Present)

Receives Cargo and booking instruction in writing format or via WEB/EDI from the customer and input them in CMA-CGM system. Accountable to check for valid rate, corporate guidelines/ checklist, compliance, country regulation list, equipment availability and transport routes availabilities until final destination.

Selected Contributions:

- Organize and handle over 30+ customer's emails constantly and ensuring customer's satisfaction.

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- Solidify Cargo Readiness report: Compile the booking list based on port of loading and voyage based on the bookings produced. Update container/booking situation, based on the container movement (with EDI) or Depot/Terminal list.
- Inform Central Sales space availability. Conduct Pre-Call Cleaning During the entire gate out & gate in activity.
- Manage Late Gate arrival with customers and notify Operations – Cargo Flow before terminal cut off.
- Produce in stack simulations once stacks are running and reporting during stacks and after stacks closed follow up and manage VGM (Verified Gross Mass – SOLAS regulation), Missing VGM, Update LARA.

MICEVIEW GMBH & CO. KG, Düsseldorf, Germany

Field Researcher (1/2018 – 07/2020)

Organize and implement data collection process to collect information for data analysis. Develop data analysis and compilation procedures in accordance with research and customer requirements.

Selected Contributions:

- Successfully collected data and physical samples from five top customers for the company to conduct thorough analysis using the company application.

ARVATO BRETELSMANN SERVICES (MAJOREL), Tallinn, Estonia

Customer Service Representative (4/2018 – 7/2019)

Performed diversified customer handling tasks, including retrieving customers' data, presenting relevant product information and solutions ensuring customers' satisfaction. Contributed to verification of document with partners and guests. Responded to customer inquiries promptly, while providing expert advice and guidance to customers through the purchasing process, making product or service recommendations and resolving complaints or technical concerns.

Selected Contributions:

- Attended and handled 100+ calls and emails on a daily basis, ensuring best in class customer service.

EASTERN MEDITERRANEAN UNIVERSITY, Gazimagusa, Cyprus

Administrative Assistant (10/2016 – 8/2017)

Delivered administrative support in the registration of new student into the University data system, verification of students' documents and providing important information to administration. Facilitated in delivering lectures to students and researching on academic work for the University.

Selected Contributions:

- Arranged over 150 files of students on a daily basis and delivered lectures (Tourism year 1 courses).

EDWIN UKEJE AND SON'S NIGERIA LTD., Aba, Nigeria

Commercial Sales Representative (6/2011 – 12/2013)

Nurtured and maintained a healthy business relationship with customers to drive sales growth. Performed sourcing and compiling new data as well as the collection and processing of data and statistics relating to the office in an accurate manner.

Selected Contributions:

- Increased revenue by selling over 100 cartons of product per day for the company.