



Vinitha Kaunder

14+years of experience in Shipping, Logistics, Operations and Customer Insights.
Objective is to secure a position in a reputable firm where my skills can grow and help strengthen the organization

Contact

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Location : Chennai, India. 600053

Education

2008 Bachelors of Commerce
(Accounting & Finance)

S.K. Somaiya College of Arts,
Commerce & Science, Mumbai

Skills

- Task Management
- Deliverable Oriented
- Strategic Leadership
- Quality Management
- Customer Support
- Presentation Skills
- Project Management
- Staff Training
- Organizational Skills
- Microsoft Office

Certification

Lean Six Sigma Green Belt

Certificate Code: 4257913

Language

- English
- Hindi
- Tamil
- Marathi

Work Experience

MAR 2020 – Present

Inforce Engineering Solutions LLP, Chennai

Senior Team Leader

- Monitor and manage daily operations, ensuring compliance with company policies and procedures.
- Lead a team with guidance and support for day-to-day business operations.
- Delegate tasks and responsibilities to team members, ensuring efficient workflow and productivity.
- Conduct regular performance evaluations and provide feedback to team members to improve their skills and performance.
- Hire and train team members, ensuring they are equipped with the necessary knowledge and skills.
- Coordinate with different departments to ensure smooth coordination and collaboration.
- Resolve operational issues and address customer concerns or complaints in a timely and satisfactory manner.
- Ensure excellent customer service delivery and customer satisfaction.
- Develop and maintain positive relationships with key customers and stakeholders.
- Monitor project progress, identify risks, and develop contingency plans to mitigate them.
- Coordinate project resources and activities, ensuring effective communication and collaboration.
- Assist in the development and implementation of business strategies and plans.
- Contribute to the budgeting and forecasting processes, ensuring financial targets are met.
- Analyze market trends and customer feedback to identify areas for improvement and recommend strategic initiatives.
- Generate regular reports on key performance indicators (KPIs) and operational metrics.
- Analyze data and trends to identify areas for improvement and make data-driven recommendations.
- Present findings and insights to senior management, highlighting opportunities and challenges.

APR 2014 – DEC 2019

Maersk Global Services India Pvt. Ltd, Navi Mumbai

Process Expert

- Manage all day-to-day Customer Service Operations activities in accordance with the targets specified in Service Level Agreements.
- Handled all export queries for Belgium, India & Saudi via emails, calls & chats.
- Handled customer booking request - manual & online for regular, IMO (hazardous) & co-load, OOG (out of gauge), Reefer & Store Door Delivery Shipments.
- Handled short shipments - find the reason why the shipment was not loaded, inform customers and plan it on the next vessel.
- Handled critical export related processes such as bill of lading, bookings & amendments, inland haulage operations and process exceptions such as DIT & COD.
- Handled and resolving issues/escalation in a timely manner and ensuring customer retention & satisfaction.
- Helping Leads for ensuring productivity and performance targets for Business Unit are met to ensure reliable and error-free Service Delivery.
- To ensure that quarterly NPS (Net Promoters Score) is in positive for the team.
- Identify areas for improvement in service delivery (cost / data / productivity) based on 'Voice of Customer' feedback (CSAT) of operational efficiency.
- Identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Sending daily, monthly and weekly reports to the leads for their review on work pendency.
- Responsible to monitor team dashboard and guide the team to meet the required KPI's and SLA's.
- Dexterous in planning, prioritizing and delegating work to team and ensuring proper functioning of the process.
- Lead and implemented 'Book to Load Project' and 'Revenue Leakage Projects'.
- Resolve invoicing disputes using SAP, and process credit memos.

Awarded 'Champ of the Month' for December 2015 & 'Going Extra Mile' for Nov 2017.

MAY 2010 – NOV 2013

Sterling Information Resources India Pvt. Ltd, Thane

Specialist

- Worked closely with clients located across the globe via e-mails and calls.
- Experienced in data verification, appropriate decision making, proofreading and quality check for verifications within the team.
- Prepared Daily, Weekly, Monthly and Quarterly Reports; and maintained process related documentation.
- Participated in forums over general issues related to process and played an instrumental role in blending and implementing core processes with a new platform.
- Proficient in conducting training sessions for new joiners, identifying training gaps and conducting programs to enhance their operational efficiency leading to increase productivity.

Awarded 'Best Performer' for 100% accuracy in 2012.

JUL 2008 – OCT 2009

Zenta Pvt. Ltd, Mumbai

Customer Relationship Associate

- Handled customer's payment issues & queries; advised plans and collected revenue from defaulter of Capital One Credit Cards.
- Worked as an Acct Manager for the assigned accounts, looking after their billing, collections & customer relationship management.
- Resolving collection issues, process customer refund process and review account adjustments, resolve client discrepancies and short payments.

Rewarded with \$200 by client for collecting highest dollar amount in the year 2008.