

SANGEETHA R

Objective

To secure a position in a challenging environment where talent and performance are well recognized and career growth is in proportion. I wish to join a group where human values stand high with clear focus on customer satisfaction and corporate objectives.

Experience

August 2019 – July 2023

- Hapag Lloyd Customer care executive in Import & Export, Booking amendment.

As an Input Staff

- Creating the Bill of Ladings as per the customer's instructions
- Ensuring the Bill of ladings complies with all rules and regulations defined in the customer / country specifications
- Following the Standard Operating Procedure and ensure no deviations are induced in the process
- Maintaining productivity, accuracy and TAT
- Coordinating with Customers and Area Team


As a Corrector


- Making amendments in bill of lading as per customer's request
- Analyzing amendment cause(s).
- Marking errors if any mistake made by team member
- Ensuring correction to be made within TAT


As a Releaser

- Releasing final copy of bill of lading.
- Distributing invoices to customers.
- Rechecking revenues and changing in case of any discrepancies.
- Releasing bookings as per customer request
- Acceptance or rejection bookings by following standard process

Contact

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Profile

NAME
Sangeetha .R

FATHER NAME
Rajaram, S

DATE OF BIRTH
27.03.1996

MARITAL STATUS
Single

HOBBIES
Travelling

NATIONALITY
Indian

Booking & Amendment

- ✓ Exception handling
- ✓ Find out the short routing and propose to the customer
- ✓ Check the cargo details, container details ,mode of transport & retrieve the rates and
Announcement Update the routing /vessel and cancel the shipments if customer needed.

Additional Responsibilities

- Analyzing errors of team (Invoice cancellations and Process Deviations)
- Monitoring backlog and allocation of work into the team on daily basis and ensuring the daily set target is achieved.
- Handling the activities in the basis of Urgent & FIFO
- Mentoring to new employees.
- Assisting Areas/Counterparts in case of urgent request or doubts
- To Interact with Supervisor and get updates and discuss with the same on daily basis to improve the process stability.
- To understand the requirement of the country's documentation and devise guidelines to the teams to ensure compliance.
- To meet department SLAs in terms of timely and accurate delivery of the output to the client.
- Ensure all SOPs and process maps are updated regularly for the purpose of knowledge management.
- Analyze existing working procedures and propose improvements.
- Support the team members for better understanding of the systems and trouble shoot for open queries.
- Develop a high-performance service culture within the functional department.
- Interaction with the countries for correct and timely delivery of reports /updates to the client. To supervise, train, and guide the team members to execute their tasks efficiently.

Education

B.Sc.	Guru nanak College velacherry	2016	81%
12th	GOVT.HR.SEC.SCHOOL, CHENNAI	2013	73%
10th	GOVT.HR.SEC.SCHOOL, CHENNAI	2010	85%

Communication

- Language proficiency: Tamil, English.
- Answer queries quickly and efficiently
- Respond/adapt to the needs of all customers.
- Handle complaints in a professional and diplomatic manner.

Computer Skills

- Proficient in Microsoft Excel, Word and PPT

Personal Skills

- Ability to work in a team structure.
- Disciplined and good etiquette.
- Adaptability and ability to work under pressure.
- Eager to learn new things and efficient in applying them.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I Obey the responsibility for the correctness of the above-mentioned particulars.