

Saumya Prasad

Knowledgeable Senior Specialist with deep expertise in Logistics, Customer Service and offering 10+ years of experience in Ecommerce and Courier Logistic sector. Adept at building and leading teams of specialists in daily operations. Gained edifying professional exposure through Internship in the CRM Department at Hindustan Times and work experience of companies like Homeshop18, Xpressbees Courier, Shiprocket

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SKILLS

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| ❖ Experience in Leadership | ❖ Microsoft Office |
| ❖ Team Building | ❖ Team Management |
| ❖ Supervision & Leadership | ❖ Problem Resolution |
| ❖ Active Listening | ❖ Good Work Ethic |
| ❖ Customer Service | ❖ Data Management |

EXPERIENCE

20th Nov'18 to 18th Jan 2023 SENIOR SPECIALIST LOGISTIC OPERATION, SHIPROCKET

- ❖ Responsible for resolving all client escalation related to logistics partners.
- ❖ Proactively monitoring status of all shipments
- ❖ Following up with Logistics Company for delayed shipments and closure of shipments within shipments cycle which includes
 - Following Up for Forward Shipments which are stuck at origin or at Destination level.
 - Sharing NDR Instruction with the logistic partners as received from sellers.
 - Making sure all return shipments are close within timeline.
 - Co-ordinating with concern team to get alternates for logistic partners for the Return shipments pending due to issue at vendor end
- ❖ Communicated with customers and management to report delays, emergencies, weather challenges and carrier schedule changes and regarding ETA and potential delays.
- ❖ Ensuring final reconciliation with courier partners and sharing with Accounts team for closing financial transactions (COD/Freight)
 - Following up with Logistic partners and closing shipments pending for previous months
 - Sharing all confirmation mails
 - Sharing Shipment Final Status
- ❖ Pin code activation & deactivation based on past performance also as per the updates share by logistic partners.
- ❖ Regular meeting with courier partners to ensure performance improvement.
- ❖ Performance analysis and continuous improvement.

6th Nov'17 to 16th Nov'18 Sr.Executive Xpressbees Courier

- ❖ Co-ordinating with both internal and external customer regarding queries like Delivery issue, Delivery Dispute, Empty parcel issues, Social Media Complaints.
- ❖ Managed client correspondence and supplied record tracking and data communication services.
- ❖ Communicated with customers and management to report delays, emergencies, weather challenges and carrier schedule changes and regarding ETA and potential delays.
- ❖ Sharing daily report of SLA Breach shipments to ensure closure of the same on priority.
- ❖ Sharing daily report with concern team for closure of all the shipments pending in network.

- ❖ Kept deliveries on track and provided timely status updates.
- ❖ Scheduled shipments to customer warehouses via in-house tracking system.

Mar'07 - March'17 HOMESHOP18 (Network 18 venture) Team Leader-Operations

Joined as **Jr. Executive-Operations in March'07** promoted to **Team Leader-Operations in July'15**

- ❖ Led a team of Customer Care Executives for the resolution of complaints received through: a) The Contact Centre b) Social Media c) Mails d) Feedback on the website.
- ❖ Ensured timely shipment and delivery of orders in close coordination with the warehouse, vendor and courier logistic partners.
- ❖ Highlighted problems with vendors and logistic partners to improve the shipment and delivery experience.
- ❖ Analysed post-sale complaints through root cause analysis (confirm) and devised solutions to improve overall customer satisfaction.
- ❖ Co-ordinated with the Marketing Team to ensure the smooth implementation of different promotions.
- ❖ Managed the resolution of complaints in coordination with different departments, within defined SLAs.
- ❖ Fostered positive employee relationships through communication, training and development coaching.
- ❖ Delegated daily tasks to team members to optimize group productivity.
- ❖ Reviewed completed work to verify consistency, quality and conformance.
- ❖ Front-led the development of a process for taking customer feedback on Non-Delivery Reasons received from the courier.
- ❖ Worked Closely with Marketing team to ensured proper flow of information to different teams regarding current promotions and winner information and for resolution regarding customer queries and complaints.
- ❖ Worked closely with human resources to support employee management and organizational planning.

Commenced career with GETIT Infomedia from Sep'06 – Mar'07 as Telesales Executive

- ❖ Collaborated with new customers to give details about company offerings.
- ❖ Achieved established sales targets by generating new customer accounts.
- ❖ Followed up on sales leads through outbound calling.
- ❖ Cross-sold additional products and services to purchasing customers.
- ❖ Provided timely, courteous and knowledgeable responses to information requests.
- ❖ Generated sales by prospecting leads, cold calling and negotiating advantageous deals.

Two-week Internship in the CRM Department at Hindustan Times, New Delhi in Dec'05

- ❖ Handling calls of customers and answering their queries related to new schemes and booking.
- ❖ Resolving client complaints pertaining to non-receipt of gifts, paper not started and vendor issues; coordinating with Centre-In-Charges and Delivery Agencies for smooth resolution of the same.

Education

- **Post Graduate Diploma in Public Relations & Marketing** from YMCA, New Delhi in 2006
- **B.Com (Pass)** from Lakshmi Bai College, University of Delhi in 2005