

CONTACTS

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SKILLS

- Customer Service
- Supply Chain
- Salesforce Knowledge
- Purchasing Systems
- Dubai Trade Knowledge
- Analytics
- Operations
- Quality Management
- Customs Clearance
- Foreign Client Coordination
- Container Tracking
- Additional Charges Calculation
- Reporting Skills
- Cultural Understanding
- Stakeholder Engagement
- Dispute Resolution
- BOL Discrepancy Resolution
- After-List Oversight
- Export Customs Compliance
- COO Application
- Checklist Management
- Export Documentation Preparation

SOFT SKILLS

- Customer service
- Problem solving
- Communication
- Critical thinking
- Teamwork
- Interpersonal skills
- Organization
- Presentation skills
- Leadership
- Time management

LANGUAGES

- English
- Hindi
- Marathi

PROFILE SUMMARY

I am Aishwarya Ajay Jadhav, a skilled professional with expertise in customer service, supply chain, and Salesforce knowledge. With a proven track record of efficiently managing logistics and supply chain operations, I excel in handling bookings, resolving disputes, and ensuring compliance. I possess strong analytical, problem-solving, and communication skills, making me a valuable asset in the industry. Committed to contributing my knowledge and experience for organizational success.

EDUCATION

BACHELOR OF MANAGEMENT STUDIES (BMS)
SPECIALIZATION - MARKETING
NIRMAL COLLEGE –KANDIVALI

H.S.C (2013)
NIRMAL COLLEGE

S.S.C (2011)
ST JOHN’Ss HIGH SCHOOL

EXPERIENCE

SENIOR COORDINATOR - CUSTOMER SERVICE BOOKING | HAPAG-LLOYD AG
09/2018 - Present Mumbai, India

SENIOR COORDINATOR - CUSTOMER SERVICE | HAPAG-LLOYD AG
09/2018 – 11/2020 Mumbai, India

- Managed end-to-end customer inquiries and support for a select group of key clients, adhering to Hapag-Lloyd's business processes.
- Cultivated an in-depth understanding of the serviced countries and their cultures, enhancing the overall customer experience.
- Conducted meetings and communications with internal and external stakeholders to ensure smooth operational processes.
- Efficiently addressed and resolved customer issues, queries, and complaints, with a focus on post-sales support, ensuring timely and courteous responses.
- Successfully managed customer disputes through effective coordination with various teams, including Operations, Sales, and international colleagues.
- Directly liaised with customers to resolve discrepancies related to bills of lading, container details, and cargo routing.
- Oversaw after-list submissions and Port Cut-Off processes, ensuring non-yard containers were identified and documents for in-yard containers were received promptly, while addressing
- Efficiently process bookings in the system, ensuring precision in quotations, rate agreements, equipment availability, and adherence to POD requirements and restrictions.
- Conduct meticulous equipment availability checks, space assessments, and POD requirement verifications before issuing bookings.
- Skillfully manage online amendment requests, aligning responses with regional requirements.
- Monitor the e-gate and allocate bookings to users as required.
- Serve as the primary point of contact in the absence of the team leader, ensuring continuity in operations.
- Collaborate seamlessly with the ED & TD teams to facilitate container linkage and provide assistance with work orders.
- Retrieve revenue data from FIS RA and promptly generate additional charges when customer delays necessitate such actions.
- Expertly handle reports, guaranteeing the accurate and timely delivery of crucial information.

EXPORT IMPORT EXECUTIVE | NEGI SIGN SYSTEMS AND SUPPLIES CO.
18/04/2016 - 14/09/2018

EXPORT IMPORT EXECUTIVE | AUTO MORS
11/11/2014 - 30/12/2016

IMPORT ROLES

- Successfully negotiated rates with forwarders, optimizing cost efficiency for imports.
- Managed remittances to suppliers and Letter of Credit transactions, ensuring smooth financial operations.
- Coordinated with suppliers to obtain Proforma Invoices (PI) and discussed terms and conditions for procurement.
- Effectively liaised with forwarders to arrange shipments and container logistics.
- Ensured timely follow-up on container movements.
- Collaborated with Custom House Agents (CHA) to streamline the import clearance process.
- Facilitated online payment of duties through Ice gate.
- Arranged transportation for goods delivery to the factory.
- Submitted triplicate Bill of Entry (BE) documents to the bank.
- Handled payments to forwarders and CHAs.
- Maintained accurate records of bills in Tally and managed stock updates.

Export Roles

- Coordinated closely with colleagues in the factory to ensure timely readiness of goods for export.
- Strategically planned and executed shipments, optimizing export operations.
- Skillfully negotiated rates with forwarders and organized container bookings.
- Arranged for the pickup of goods from the factory.
- Applied for Certificates of Origin (COO) as necessary.
- Conducted thorough checks of the Bill of Entry (BE) and Bill of Lading (BL) checklists.
- Prepared export documents, including invoices, packing lists, BLs, and COOs.
- Maintained effective communication with foreign clients, addressing their specific requirements.
- Tracked container movements and provided updates to foreign clients.
- Ensured timely updates on delivery status to importers.