**Rachana J Singh**

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***CAREER OBJECTIVE:***

To have a challenging position where I can effectively utilize my earned knowledge and experiences as a customer experience process expert within shipping industry and be an asset and make effective contributions to this company’s success

***PROFESSIONAL EXPERIENCE:***

** Global Service Center**

**Since October 2006** with **Maersk Global Service Centres (India) Pvt Ltd**., as **Senior** **Process Expert in Customer Service**

***Job Profile***

Working with leading Global Service Centre (GSC) of container business Maersk to build lasting customer service through world-class integrated System technology, expertise and delivery of booking, shipping instruction, Arrival Notices and meeting customer requirements. Experience in handing End to End process from Export, Import, Documentation, Customs.

***Key Areas of Responsibility of Import:***

* Handled Import Custom Manifest for Thailand & Vietnam.
* Latin America precall activities.
* Data quality checks consisting of Parties Code Check PC3, RKEM GCSS reconciliation for all the European Ports, South East Asia, LAM regions and West coast of NAM regions.
* Sending arrival notices to customers.
* Doing invoicing for each & every customers, Pricing (Updating of freights).
* Submitted kaizen for Continuous improvement in process.
* Focal for Workflow Tool & schedule automation project.
* Clearing critical errors prior to vessel arrival.
* Providing solutions to problems within guidelines.
* Active participation in new migrations.
* Coordination with internal and oversea departments to avoid delay in documentation.
* Share experience with team leader and teammates, and absorb the good suggestions from other colleagues.
* Attend weekly team meeting upon request.
* Work closely with team leader to meet Critical Success Factors.

***Key Areas of Responsibility of Export:***

* Currently working with Export documentation since last 2021 January.
* Having experience in Export activities like Booking Shipment, Arranging Haulage,

Releasing equipment.

* Confirming Shipping Instructions, confirming invoice party, Issue Bill of lading.
* Informing about the contingency if at all is there, sending Invoice, Manifesting Bill of Lading, advising or arranging Customs, sending release order to customer.
* Solving escalation with Front line members.
* Chatting with customer on official chat line to resolve their queries.

***ACHIEVEMENTS:***

• One Time winner for Customer Excellence Award.

• Knowledge of Maersk process and system like GCSS, GSIS, BOXI, SCV, RKEM, MIMS, TIFFA, Ezymman Thailand Custom system.

**PERSONAL**

* Ability to coordinate efforts/resources within and across boundaries to deliver goals
* Ability to work with different cultures and to manage cross functional interfaces
* High priority for teamwork
* Capable to build strong and long-term team relationships within and across functions and geographical boundaries and based on ethics and trust
* Ability to work under pressure and deal with tight dead lines

***ACADEMIC CREDENTIALS:***

* Bachelor in Commerce from Mumbai University

Year of passing 2006.

* HSC from Maharashtra Board in year 2002.
* SSC from Maharashtra Board in year 2000.

*ADDITIONAL QUALIFICATION:*

* MS office Excel (macro, pivot table), word, PowerPoint, outlook, share point
* Simplification training conducted in Maersk GSC Manila Philippines, topic consisted of Thailand, Indonesia, Vietnam, Cambodia Import Custom Manifest and data quality check

*Other Experience:*

1. Office Assistant cum Receptionist : Kalabhai Dental Pvt. Ltd.

Duration : 1 Year 6 months

Environment t : Excel .

Description : Handling purchase & sales invoicing & packing. And Taking orders on call.

***PERSONAL INFORMATION***

**Name :** Rachana J. Singh

**Gender :** Female

**Marital status :** Single

**Date of Birth :** 11th December 1983

**Nationality :** Indian

**Language :** English, Hindi, Marathi

**Hobbies :** Painting.

**Qualities :** Active, honest, faithful, quick learner, co-operative.

**Interest :** Learning new things, Group work, emerge a winner each time

**Declaration: I** hereby declare that the information furnished above is true to the best of my knowledge .

**(Rachana Singh.)**