**RESUME**

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**H. MYTHREYEE**

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**HIGHLIGHTS**

Seeking a challenging position that will nurture my technical, professional and interpersonal skills where I shall effectively put forward my ennobling ideas acquired and also exhibits my domain excellence.

**PROFESSIONAL EXPERIENCE**

**FREIGHT SYSTEMS INDIA PVT. LTD.**

* Duration : **December 2016-July 2018**
* Role : Customer service

**KEY RESPONSIBILITIES**

* To provide on a day to day basis a consistently high-quality commercial distribution channel between the customer and the Organization by distributing products and services of Organization in order to work for the success of our customer.
* Maintaining customers focus on all times and answering to customer’s enquiries using the standard guidelines. Taking ownership of complaint and queries and proactively following through to resolution.
* Ensuring that all customer’s queries are well-investigated and resolved, and escalating queries if appropriate to a supervisor.  Perform various customer service activities, including upselling and handling new & existing accounts.
* To keep a check on all the Shipping related documents received from Customer so as to confirm that they are accurate. To make the bookings in the system package and co-ordinate with the Shipper as well as the destination agent to guarantee the flow of shipment in a Smooth way.
* Send Routing info and follow up with origin and updating the customer with status at all stages till shipment arrival, following it further with clearance department to ensure that the shipment is cleared and delivered on time.

EXPORT DOCUMENTATION

* VGM & SI submission
* BL draft preparation
* Co-ordinating with Shipper/Agent/Liner/CHA
* Responding to inquiries of all the customers in the most efficient manner

**EDUCATIONAL QUALIFICATIONS**

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| --- | --- | --- | --- | --- |
| **QUALIFICATION** | **SPECIALISATION** | **UNIVERSITY/**  **BOARD** | **YEAR OF**  **PASSING** | **CGPA/**  **PERCENTAGE** |
| MBA | Shipping & Logistics Management | AMET  University | Pursuing | 8.2% |
| BBM | Business Management  Shipping& Logistics | AMET  University | 2017 | 7.8% |
| 12th Std | Biology, maths | Asan memorial senior secondary school | 2012 | 8.0% |
| 10th Std | Science, Maths  Social science | Asan memorial senior secondary school | 2010 | 8.4% |

**SIGNIFICANT ACHIEVEMENTS**

**TECHNICAL**

* Diploma in Export –Import management.
* G-card holder.
* Passed IATA basic cargo introductory course with distinction
* MS-OFFICE

**WORKSHOP**

* I undertook training for 15 days from 26-12-2014 to 06-01-2015 in EMU LINES PVT LTD**,** while undergoing BBM (Shipping & Logistics) in AMET UNIVERSITY, Chennai.
* I undertook training for 1 month from 01-06-2016 to 30-06-2016 in LEONA WORLD WIDE LOGISTICS**,** Chennai, while undergoing BBM (Shipping & Logistics) in AMET UNIVERSITY, Chennai.
* I undertook training for 15 days from 2-07-19 to 15-07-19 in MAS LOGISTICS PVT LTD, while undergoing MBA (Shipping & logistics) in AMET UNIVERSITY, Chennai.
* I undertook training for 6 months from 24-09-19 to 24-03-20 in DAHNAY LOGISTICS PVT LTD, while undergoing MBA (Shipping & logistics) in AMET UNIVERSITY, Chennai.

**EXTRA-CURRICULAR ACHIVEMENTS**

* Certificates won for athletics at school level.
* Participated in estuary 2015 at Indian maritime university, Chennai
* Participated in festive 2015 at women’s Christian college, Chennai
* Classical dancer

**HOBBIES**

* Listening songs
* Seeing reality dance shows

**PERSONAL DETAILS**

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| Full Name:  Father's Name:  Date of Birth:  Languages known:  Nationality:  Permanent Address: | **MYTHREYEE.H**  **HARI KRISHNAN**  **14.08.1996**  **English (Read, Write, Speak),**  **Tamil (Read, Write, Speak)**  **Indian**  **NO 91, Sindhu street, shakthi nagar, kasivisalatchipuram,**  **Keelkatalai,**  **Chennai 600-117** |

**DECLARATION**

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

Place: Chennai  **H. Mythreyee**