

Ranjith Kumar S

Experienced Logistics and Documentation Specialist with Proven Expertise in International Trade Operations and Process Optimization

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Dedicated and results-driven logistics professional with over nine years of extensive experience in global supply chain operations, import/export documentation, stakeholder management, and process automation; committed to contributing strategic insight and operational excellence to a progressive organization. Career objectives have been consistently aligned with organizational growth, where high-level expertise in compliance, customer service, and continuous improvement initiatives is leveraged to streamline workflows, enhance productivity, and ensure regulatory adherence. Aiming to integrate advanced problem-solving capabilities and collaborative leadership in a challenging role that fosters innovation, operational efficiency, and cross-functional synergy across global logistics ecosystems.

AREA OF EXPERTISE	<ul style="list-style-type: none">• Supply Chain Management• Customs Documentation• Import/Export Compliance• Freight Operations	<ul style="list-style-type: none">• Stakeholder Engagement• Automation Tools (RPA, VBA)• LC (Letter of Credit)• BL (Bill of Lading)	<ul style="list-style-type: none">• Process Optimization• Service Level Agreement• Hazardous Cargo Handling• Export Documentation
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SYNOPSIS	<ul style="list-style-type: none">• Proven track record of handling multifaceted supply chain operations while ensuring accuracy in documentation and compliance with international shipping regulations.• Extensive exposure to customs procedures and logistics documentation within high-volume environments, facilitating seamless cargo flow and on-time delivery.• Demonstrated ability to drive automation initiatives, significantly reducing manual interventions through the design and deployment of process automation tools.• Adept at managing stakeholder expectations and fostering productive relationships with clients, customs agents, and third-party service providers across global markets.• Recognized for leading cross-functional teams and aligning manpower utility with volume fluctuations to optimize operational output.• Accomplished in developing analytical reports and internal documentation aimed at identifying inefficiencies and proposing actionable improvements.• Played a pivotal role in resolving client escalations by conducting root cause analyses and implementing corrective measures to mitigate recurring issues.• Tasked with monitoring SLA adherence and ensuring that all export/import documentation complied with industry standards and customer requirements.• Experienced in training personnel across multiple documentation functions, promoting knowledge transfer and enhancing team versatility.• Proficient in coordinating intermodal transportation through effective communication with internal departments and external logistics partners.
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EXPERIENCE	<div><div><div>TVS Supply Chain Solutions Pvt Ltd, Madurai</div><div>MARCH 16, 2020 – PRESENT</div></div><div><div>Officer, Team Lead</div><ul style="list-style-type: none">• Operational supervision of documentation and customs compliance processes was undertaken to ensure seamless clearance procedures.• Manpower allocation was optimized based on shipment volumes and resource availability to enhance throughput and minimize bottlenecks.• Coordination with clients and internal teams was conducted to define service levels and ensure alignment with customer expectations.• Process improvement initiatives were facilitated through brainstorming sessions and the implementation of strategic updates.• Escalations and critical process audits were monitored, and documentation was evaluated to ensure alignment with company standards.• Reports were prepared and analyzed for internal stakeholders to track performance metrics and identify areas for development.</div></div>
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- Business continuity planning (BCP) was managed, ensuring process resilience in operational disruptions.
- Financial documentation including Accounts Payables (AP) and Receivables (AR) was administered to support fiscal transparency.
- Robotic Process Automation documentation (PDD) was authored to streamline repetitive tasks and support bot development.
- Stakeholder interactions were handled, focusing on performance feedback, process updates, and continuous improvement efforts.

Hapag Lloyd Global Services, Chennai

Senior Customer Service Executive

FEBRUARY 16, 2015 – MARCH 13, 2020

- Email correspondence with overseas agencies and customers was managed to ensure timely and accurate communication.
- Hazardous cargo booking and associated documentation were monitored in adherence to safety and compliance regulations.
- Turnaround time for export documentation was tracked, ensuring timely draft submissions and approvals.
- Macro development using VBA scripts was executed to automate manual tasks and rectify existing inefficiencies.
- Training programs were conducted to provide cross-functional knowledge transfer within the documentation team.
- Reports were compiled for management and agencies, reflecting documentation accuracy and process adherence.
- Meetings were facilitated to disseminate process updates and integrate feedback from client interactions.
- Bill of Lading (BL) creation, correction, and related correspondence were managed to support export operations.
- Import processes such as arrival notices and rate matching were administered to maintain customer satisfaction.
- Internal workflow audits were conducted to align performance with company policies and export regulations.

PROJECTS

India Imports Process in Documentation

Process Automation

Description: Automated 70% of manual work, audited revenues, managed document distribution and routing workflows.

EQ Overdue Containers

Reminder Management

Description: Sent reminders and followed up on unreturned containers.

Documentation

Document Validation

Description: Validated shipping instructions and coordinated with customers for missing data.

CERTIFICATIONS

Lean Six Sigma Green Belt

Cargowise Certified Professional

TECHNICAL SKILLS

Operating System	Windows 2000/XP/7/8.1/10
Office Packages	MS Outlook/2000/9/7/10, MS Office
Automation	RPA (Robotic Process Automation), VBA Script, Macros Development and Testing
Documentation Tools & Reporting	Email Handling, Report Preparation

Skills
Technical skills

Python Programming, VBA Macros
PowerBi

EDUCATION

NMS SVN College, Madurai

2011–2014

BCA

PNU APT Dorairaj Hr. Sec School, Madurai

2009–2011

Class XII

64.25%

PNU APT Dorairaj Hr. Sec School, Madurai

2008–2009

Class X

84.60%

CORE COMPETENCIES

- Supply chain documentation and operational oversight have been executed with consistent precision and regulatory compliance.
- Client engagement strategies have been implemented to build long-term partnerships and exceed performance expectations.
- Cross-functional training and team development initiatives have been promoted to enhance employee agility and productivity.
- Analytical reporting skills have been applied to identify workflow inefficiencies and propose data-driven improvements.
- Import/export document lifecycle management has been maintained in alignment with international standards and client needs.
- Process automation and macro scripting expertise have been utilized to reduce operational time and error rates.
- SLA compliance and stakeholder coordination have been managed with a focus on seamless service delivery.
- Strategic problem-solving approaches have been adopted to address operational bottlenecks and streamline procedures.
- Financial document handling, including AP and AR management, has supported operational transparency and control.
- Operational risk assessment and mitigation strategies have been embedded in all documentation and client-facing processes.

PERSONAL DETAILS

Name: Ranjith Kumar S

Age: 30

DOB: 22-04-1994

Languages Known: Tamil,English

Marital Status: Married

Passport Number: R9116169