

Career Objective:

To pursue a highly rewarding career, seeking a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

Area of Interest: Logistics and Supply Chain

Overview:

- Dynamic & diligent professional with 8 years of experience at Maersk Global Service Centres PVT LTD
- Strong **problem solving & analytical skills** with flexibility, resourcefulness & proven ability to work as part of a diverse team
- Working as **Acting Team Leader**, taking care of team of 10 users in manager's absence
- Excellent interpersonal and organizational skills.

Education:

- Post Graduate Diploma in Shipping Management- pursuing final year, Narottam Moraraji Institute of Shipping, Mumbai (India)
- Bachelor's in business management (International Business) – Pune University

Key Skills:

- Proficient in Shipping, Export/Import processes
- Leadership
- Highly motivated and Hardworking
- Multi-tasking
- Dynamic, results-oriented, problem solver
- Expert in Handling Customer Complaints/Escalations
- Proven adaptability to differing cultural and business environments

Computer Skills:

- Operating Systems: Windows (98/2000/XP/7)
- Software Skill: MS Office (Word, Excel, PowerPoint)

Work Experience:

Specialist, Customer Experience Export & Imports Team, Maersk Global Service Centre, July 2011 – till date

Responsibilities:

- Building up effective customer service team
- Maintain productivity and accuracy scored by the team
- Providing system knowledge to the new joiners
- Providing training to new users related to shipping cycle and process
- Maintaining the stringent SLA of Shipping Instruction and Process Amendment
- Co-ordinating with different departments to resolve customers query
- Ability to resolve complex customer and employee-related issues with minimal guidance
- Served as the single point of contact for stake holders and internal teams
- Resolve customer issues related to their import shipments, coordinating with local vendors and other departments
- Documented process flows and developed SOP's for India & Sri Lanka processes.
- Migrated and standardized India & Sri Lanka import processes
- Managing team shift timings & individual reports
- Eliminated processes for process simplification
- Preparing and circulating weekly presentations
- Conducting weekly review meetings with stakeholders

Projects:

- Successfully worked with the team in bringing up the % of Arrival Notice sent ETA -1 KPI to 98% and Invoice readiness ETA -1 KPI to 95% consistently.
- Worked on the Unbilled Sales Order project and contributed by bringing down the unbilled amount from \$1.8 million to \$0.33 million.
- Special focus on Unknown Consignee initiated which eliminates the possibility of ROB containers thereby saving huge cost to the organization.
- Reviewed the India Longstanding process and recommended improvement ideas where process gaps were identified. Overall benefit of \$1 million signed off post implementation.
- Contributed in customer effort reduction
- Contributed in Proactive care project to achieve targets
- Worked on improving Invoice accuracy (GST disputes for India)
- Worked in customer effort reduction for delivery order
- Worked on free time discrepancy project to save detention and demurrage revenue
- Worked on party code disputes which helped to improve invoice quality

Trainee, Tata Motors, Pimpri, August 2007 – July 2008

Responsibilities and Achievements:

- Joined as Apprentice Trainee after completion of 12th HSC in HR- Communication department
- Collecting articles for the magazines.
- Deciding magazine cover pages.
- Making Arrangement of photographers for functions, arranging distribution of house magazine "Parivar" in the Pimpri, Chinchwad, Maval plants.

Distinctive Highlights & Achievements:

- Awarded as "Top Achiever" for 2012 Quarter 1 by Maersk line
- Achieved Best Customer Service Award
- Achieved Customer Delight Award
- Achieved Champ of the month
- Achieved Customer experience extra mile awards
- Received "Asset" award

Personal Information:

Name : Anuja Ashok Dhondage

Marital Status : Married

Nationality : Indian

Languages known : English, Hindi and Marathi

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