

# RESUME

HEMACHANDRAN S (9940325303)

[Hemachandran268@gmail.com](mailto:Hemachandran268@gmail.com)

## OBJECTIVE

TO SECURE MY CHALLENGING POSITION, DEDICATION AND HABITUALLY DEVELOP MY KNOWLEDGE TO DETAIL WITH THE OPPORTUNITY FOR PROFESSIONAL GROWTH IN AN ORGANISATION

## EXPERIENCE

**TOTAL = 4 YEARS 03 MONTHS**

### EXPERIENCE ON HAPAG LLOYD

1 YEAR 11 MONTHS (FEB- 26- 2020 to TILL DATE)

#### ROLE

CUSTOMER SERVICE DOCUMENTATION

#### DESIGNATION

CUSTOMER SERVICE CO-ORDINATOR

## KNOWLEDGE OF PROCESS

- Creates bookings and accurately assigns rates
- Identifies the route that will move containers from the beginning to the ending location
- Works with the Equipment Department to determine equipment availability
- Ensures that any and all documentation required for a shipment is received in a timely manner
- Specialist on handling OOG booking.
- Handled various types of container booking (General purpose, high cubic, refer, open top, flat rack and tanker containers).
- Updates bookings when necessary and notifies all affected parties of changes
- Address customer problems and amendments from bookings

- Communicates rate agreement issues to the sales department for resolution
- Coordinates with terminal operations to assure efficient and effective handling of shipment

### **Achievements**

- I joined one year in my team I promoted to trainer of my team.
- Secured "Twinkling star Award" in multiple time on the weekly basics.
- Secured "Super star Award" for the month of November 2021 and December 2021.

### **PROCESS ASPECT**

- PROVIDING SUITABLE CONTAINER FOR CUSTOMER CARGOS, DELIVERING THE CONTAINER SAFELY.
- COMPLETED VOLUME ON TAT, MAINTAIN A QUALITY PROMISES (100%) VIA INTERNAL AUDIT.

### **EXPERIENCE ON PRODAPT SOLUTIONS**

2 YEAR 03 MONTHS (NOV-6-2017 to JAN-29-2020)

### **ROLE**

MAINTAINING CUSTOMER RECORDS

### **DESIGNATION**

SENIOR PROCESS ASSOCIATE

### **ACHIEVEMENTS**

- GOT PROCOMM AWARD 8 TIMES FOR BEST PERFORMANCE.
- COMPLETED TELECOMMUNICATION TRAINING AND CERTIFIED.

### **ROLES AND RESPONSIBILITIES**

- ENHANCED 911 FILES MAINTAINING ADDRESS, CUSTOMER SERVICE RECORD.
- VALIDATING THE ADDRESS IN MSAG
- CREATE NEW INSTALLATION DETAILS & UPDATED DCRIS NOTES
- EXTENSIVELY WORKED ON WEB BASED APPS, MIROR, CAMS, ERROR TRACKING,

- MS-OUTLOOK, VDI TWINBURG DESKTOP.

## HOBBIES

- Cricket, Kabaddi.
- Music, Playing, Listening.

## EDUCATIONAL QUALIFICATION

QUALIFICATION	INSTITUTION	YEAR OF PASSING
B.COM ( G )	DB JAIN COLLEGE, MADRAS UNIVESITY	2017
H.S.C.	RAJAH MUTHAIH HR. SEC. SCHOOL, RA PURAM CHENNAI - 28	2014
S.S.L.C.	ST.JOSEPH HR.SEC.SCHOOL, VETTUVANKENI CHENNAI- 41	2012

## PRO SKILLS

- MS WORD
- MS EXCEL ( VLOOKUP, PIVOT TABLE )
- TALLY ERP 9

## PERSONAL DETAILS

NAME	:	HEMACHANDRAN S
FATHER'S NAME	:	SRINIVASAN G
DOB	:	30-11-1996
GENDER	:	MALE
MARITAL STATUS	:	SINGLE
LANGUAGE	:	TAMIL and ENGLISH
NATIONALITY	:	INDIAN

**DECLARATION**

I HERE BY DECLARE THAT ALL THE ABOVE STATEMENT MADE IN THE RESUME IS CORRECT  
TO THE BEST OF MY KNOWLEDGE AND BELIEF.

PLACE:

YOURS FAITHFULLY,

DATE: