

**R.Alagu dinesh kumar**

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**Career Objective:**

An enthusiastic logistics, transport and Dangerous Goods Compliance professional with highly developed negotiation skills and highly adaptable.

**Educational Qualification:**

- **B.E** (2011-2014) in **ELECTRONICS AND COMMUNICATION** from CARE school of engineering, **ANNA UNIVERSITY**, TamilNadu, with an aggregate of **67.1%**
- **DIPLOMA** (Mar 2008-Mar 2010) in **COMPUTER SCIENCE** from PAVENDAR BHARATHIDASAN Polytechnic college, **DOTTE**, TamilNadu, with an aggregate of **71%**
- **HSC** (Mar 2005-2006) from R.C Higher Secondary School, TamilNadu, with an aggregate of **67%**
- **SSLC** (Mar 2003-Mar 2004) from R.C Higher Secondary School, TamilNadu, with an aggregate of **80%**

**Project Details:**

- A project entitled “XML DATABASE MIGRATION” and it can be used for compress the database up to 95%.
- A project entitled “MICROCONTROL BASED DIGITAL DOOR LOCK SYSTEM” and it used for security purpose.
- A project entitled “HANDICOM – DEAF AND DUMP COMMUNICATION DEVICE” and it used for communication purpose.

**Academic Achievement:**

- **Valid GATE Score in 2014: 320**

**Experience:**

- Worked as a Hub Service Agent at **FEDEX EXPRESS TSCS INDIA PVT LTD** from Feb 2015 to Nov 2017
- Working as a **Dangerous Goods Agent** at **FEDEX EXPRESS TSCS INDIA PVT LTD** from Dec 2017 to June 2018
- Working as a **SME Prod Compliance Sr. Associate in Dangerous Goods in Amazon** from July 2018 to March 2021

- Working as a **SME Product Compliance Specialist in Dangerous Goods in Amazon** from April 2021 to till now

### **Responsibilities Handled in FedEx as Hub Service Agent:**

- Supports operational service goals by focusing on the effective processing of all types of exception packages. Includes all related support functions
- Responds to telephone enquiries from internal & external customers requesting information or seeking help with problem resolution. Either provides the information/resolves the issue or relays the query to the appropriate person/department.
- Focuses on identified high-impact packages & customers by monitoring progress & following specific procedures to minimize risk.
- Uses defined tools to perform accurate & timely scanning, recording & transferring of data for diverse types of performance tracking/compliance activities. (e.g. miss-sorts, cage, exceptions etc.)
- Handling of documentation during freight processes.
- Shipment tracking and updating the customer on timely basis.
- Managing the supply chain and all import & export logistics.
- Updating the Reports on daily basis

### **Responsibilities Handled in FedEx as Dangerous Goods Agent:**

- Supports the legal, timely & efficient movement of dangerous goods through the FedEx system by co-coordinating relevant actions & advising appropriate people, including customers, on FedEx & legal requirements. Includes performing defined procedural checks, determining acceptability of freight, completion & issue of critical paperwork, reporting etc.
- Analyze the DG Declaration and give the pre-approval for further moments
- Inspect the DG Shipment for Markings and Labeling are correctly placed on the shipments for acceptance
- Following defined procedures & rules, determines if dangerous goods packages are acceptable for transport by air. For non-acceptable packages ensures that they are identified & returned & that appropriate customer support is offered
- Ensures proper & timely transfer of dangerous goods information to all relevant parties, both internal & external to FedEx
- Collates, verifies & compiles relevant information in order to issue flight or truck dangerous goods paperwork. Ensures that all legal records are accurately filed in a secure but accessible place
- Works with other suppliers, including airlines, to provide advice and support on the safe and legal movement of DG shipments to final destination

### **DG SME Responsibilities in Amazon:**

- Classify products based on their potential hazardous risk, for safe storage and transportation based on SOP, vendor SDS and reliable information in compliance to ADR, 49 CFR, IATA, GHS and CLP regulations
- Write rules to classify hazardous products to automate dangerous goods classification
- Provide DG classification for complex ASINs that are blocked based on Ingredients, regulatory expertise and guidelines
- Trouble shoot issues w.r.t transport & storage classification and instruct Fulfillment centers to enable smooth inbound & outbound processes of hazmat-flagged products.
- Provide guidance to Fulfillment centers on hazmat classification and configuration issues.
- Identifying & implementation of improvement opportunities/automations to enhance process efficiency, quality and customer experience with measurable impact
- Responsible for quality, root cause analysis on process & quality gaps and recommend corrective actions.
- Training and mentoring new hires and other associates, suggests improvements to training
- Creation and maintenance of SOPs and owns process updates
- Understanding of metrics, deep dive on KPIs, troubleshooting on reports and multiple data sources
- Flagging any updates received from stakeholders on process to Lead/Manager
- Active participation in stakeholder calls, leading and documenting the discussions
- Conduct feedback sessions, Training need identification (TNI) and maintenance of quality records and documentation

### **DG SME Product Compliance Specialist Responsibilities in Amazon:**

- Analyzes team metrics, highlights issues, recommends solutions
- Handles low complexity escalations until resolution
- Performs root cause analysis and supports manager and stakeholders in resolving incidents
- Recommends changes in the Product Compliance processes in order to drive metric improvements
- Creates work instructions, develops and maintains process flows. Provides regulatory or process knowledge support in new task onboarding. Allocates work instructions to team based on expertise and gives input on SOP.
- working in an ambiguous environment and exercise judgement in making decisions with medium impact within their span of control
- Plan team activities in alignment with business objectives
- Own operational activities at team level
- Prepare data for business

- Participates in deep dives and/or escalations related to Product Compliance processes; creates action planning in their functional area and owns the implementation of specific actions or process changes
- Initiates and executes process improvement projects, proposes solutions, and implements them in their functional area within Product Compliance.
- Audits team transactional work and/or owns the quality output of the team in order to identify process and quality gaps within Product Compliance processes
- Has functional knowledge across multiple processes/tasks within a specific program (Dangerous Goods classification, Restricted Products classification, Product Safety and Compliance)
- Has relevant industry/regulatory compliance expertise that is utilized with the purpose of ensuring compliance and risk mitigation.
- Maintains up to date current knowledge in industry practices and regulations within their span of work
- Having compliance Knowledge (IATA, ADR, etc.)
- Has data processing abilities and is able to convert, adapt and use data for performing trend analysis
- Cooperates with peers, cross-functional teams and stakeholders in order to achieve operational objectives at team level.
- Communicates with stakeholders on their project/task with support or guidance from their manager
- Understands and provides input to the team's strategy and vision
- May allocate transactional work to team members and provide on the job feedback, and disseminate updates to the operations teams

#### **Training:**

- Attended Industrial Visit in All India Radio, Coimbatore
- Attended Industrial Visit in Hindustan Aeronautical Limited (HAL), Bangalore
- Attended In Plant Training in All India Radio, Trichy
- Attended Microwave Workshop in Kings College Of Engineering, Pudukottai

#### **Technical Skills:**

- C Language
- MS Office

#### **Certificate:**

- I have the DG Specialist Certification at FedEx
- I have the DG Certification from DGM valid through November 2020

#### **Achievement:**

- Bravo Zulu awarded for best performance at FedEx Express TSCS PVT LTD in 2017

**Strengths:**

- Self-disciplined, self-confident and hard working
- Co-operative and adjustable nature
- Strongly self motivated. I thrive on challenges and a committed profession
- Willing to learn new things

**Personal Profile:**

Name : R.Alagu dinesh kumar

Father's Name : A.Ravichandran

Date of Birth : 25/10/1988

Language Known : English, Tamil

Hobbies : playing cricket

**Declarations:**

Hereby I declare that all the information given above is true to the best of my knowledge.

Yours faithfully,

R.Alagu Dinesh Kumar