

**PRITPAL SINGH**  
**Customer Service cum Operations Analyst**

**Phone** : 807-670-4879

**Address** : Z-97, Street No – 4, Vishnu Garden, Delhi : 110018

**E-mail** : psingh.hanjra@gmail.com

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**Work Experience**

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**Tenure** : Oct 2018 to Jul 2020

**Company Name** : Sunriser LLC – Manteca, CA (USA)

**Department** : Operations / MIS.

**Summary** : *Worked for International organizations located in USA as a freelancer, performed the following duties:-*

- Regular **coordination** with brokers, dispatchers, shippers and receivers regarding various enquiries.
- **Filling carrier packets and signing ratecons** after authentication.
- **Building routes loads in ITS & Celayix software** based on ratecon's received.
- Sending dispatch to drivers, **Coordinate with more than 30 drivers and giving them best solutions to their requests on & off route.**
- Making several **MIS reports in complete automation sheets** as requested.
- **Answering enquiries of brokers, customers, shippers, receivers and drivers over calls and mails.**
- **Raising and documenting invoices with calculations** of various charges like lumpers/layover/detention and TONU.
- **Checking pre & post instructions** before dispatching truck drivers for Reefer & Dry loads.
- **Sending updates for on route shipments and did follow-ups for billings & payments.**
- Perform tasks related to **record keeping and reporting.**
- **Payroll processing** of employees as per USA rules.
- **Letter drafting, dictation, scheduling, calendar management** along with perform various jobs to assist HOD.
- **Documenting DAR's & Incident reports.**
- Making reports for **vehicle inspection.**
- **Training, Induction & Orientation of newly joined staff for the process.**
- Working on **account receivables** with proper **follow up and coordination.**

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**Skills**

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- Reporting abilities : Excellent
- Process updates : Good
- Data Analysis & MIS : Excellent
- MS Office : Good
- Cross-functional teamwork : Good
- Software adaptability : Excellent
- Communications : Good
- Customer service : Excellent
- Business operations : Good

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### ***Qualification & Others***

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- Completed Bachelor of Commerce in 2015 from University of Delhi.
- Completed Intermediate in 2011 from Guru Harkrishan Public School, Tilak Nagar (New Delhi).
- Completed Matriculation in 2009 from SJSRG Public School, Vishnu Garden (New Delhi).
- **Languages Know : English, Hindi & Punjabi.**

**Date :**

**Place :**

**Pritpal Singh**