



SNEHAL RAJARAM

PROFESSIONAL SUMMARY

Dedicated and results-oriented Customer Service Representative with deep knowledge in the logistics and supply chain industry. Proven track record of efficiently managing international and local movement of general commodities, high value cargo and high priority perishables.

Responsible for maintain a gross profit of EUR 20,000 monthly by creating most efficient consolidations for the carrier. With strong customer and vendor management skills, I have converted potential business opportunities to long term clients helping the organization in adding additional revenue stream of EUR 200,000 per year. Committed to delivering highest level of customer service by leveraging my operational expertise to the best use.

EXPERIENCE

Operations Executive C H ROBINSON Mumbai 09/2024 – Present

- Managing nominations and sales operations.
- Handling clients namely Blue Star Limited , ABC Polymer LLC, Warwick Fabrics Ltd
- Managing buyers' consolidation and general cargo consolidation.
- Overseeing the movement of containers, including reefer containers, general containers, OT containers, and FR containers.
- Negotiating rates with transporters based on price analyses from multiple providers.
- Co-ordinating with overseas offices for rates and document validation for shipment movements
- Coordinating bookings with carriers and arranging pick-up and delivery of empty containers to customers for factory stuffing.
- Liaising with vendors and port authorities to arrange special materials or personnel for handling special and OOG (Out-of-Gauge) shipments.
- Organizing cargo pick-up and ensuring clearance of shipments.

CONTACT

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📍 Mumbai, India

EDUCATION

Postgraduate Degree: Logistics, Materials, and Supply Chain Management
University of Mumbai, 01/2024.

Bachelor of Commerce (Bachelor of Accounting and Finance)
University of Mumbai, 2020

SKILLS & CERTIFICATIONS

- International operations and logistics management
- Handling end to end shipment cycle
- Negotiation and Rate Analysis
- Business development
- Customer Relationship Management
- Documentation and Compliance
- Vendor Management and Billing
- Data analysis and Data enhancement
- Empowering Six sigma techniques

- Filing AMS and ISF for all US shipments
- Filing shipping instructions and VGM (Verified Gross Mass) on carrier websites.
- Coordinating with customers, operations teams, and overseas offices to address inquiries or explore potential business opportunities.
- Closely monitoring in-transit shipments until they reach the destination port or are delivered to clients as per the agreed scope of work.
- Ensuring timely billing and payments to vendors.
- Guaranteeing the timely payment and implementation of all contractual terms with transporters and vendors.
- Maintaining a DSR (Daily Status Report) for shipment details, cost revenue, and gross profit, and sharing the information with clients.

Operations Executive DP World Mumbai 04/2021 – 09/2024

- Managing India's top business clients namely Mahindra and Mahindra, Godfrey Phillips India Limited, TATA Motars, etc.
- Managing buyers' consolidation, general consolidation for general cargo
- Managing movement of 200 containers per monthly including Reefer containers, general containers, OT containers, FR containers
- Negotiating rates with transporters based on price analysis from multiple transporters.
- Enlisting bookings with carriers and arranging pick-up and delivery of empty containers to customers in the case of factory stuffing.
- Coordinating with vendors and port authorities for arranging special materials/gangs for movement of special and OOG shipments.
- Assembling cargo pick-up and clearance of shipments.

- Filing shipping instructions and VGM on carrier websites.
- Synchronizing with customer's, operations teams, and overseas offices for any inquiries or potential business opportunities
- Closely monitoring in transit shipment until reaching destination port/ delivered to client as per our scope of work
- Responsible for timely billing and payment to vendors.
- Ensured timely payment and implementation of all contractual terms with transporters/vendors.
- Maintained DSR for all shipment details, cost revenue/gross profit and shared the same with clients.
- Maintaining tracker of customer wise revenue per month and strategizing on increasing billings.
- Analyzing and Mining monthly data for revenue and presenting quarterly forecast to top management

Operations Executive (Industrial Projects) DHL Global Forwarding, Mumbai
12/2020 to 12/2021

- Negotiated rates for FCL/LCL and NON ODC shipments with carriers and customers.
- Prepared quotations for air and sea shipments, aiming to maximize business and profit.
- Handled import/export shipments for air and sea freight.
- Cargowise certified operator, Creating jobs in Cargo wise, updating all information, uploading all relevant documents, and handling billing.
- Obtained approval for shipping documents from overseas office.
- Obtained checklist approval from clients and facilitated shipment clearance.
- Co-ordinated with shippers/overseas offices for document validation for shipment movements.
- Managed customs clearance activities and monitored supply chain operations.
- Filed shipping instructions and VGM on carrier sites.
- Co-ordinated with consignee for goods delivery in case of DAP / DDP shipments.
- Provided timely updates to clients, and sent shipment tracker with all timeline/ daily updates.