



Yankeeta Panchal

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📍 Dubai, UAE

📅 05 Jul 1990

🚩 Indian

PROFILE

Skilled and dedicated with experience into Customer Support. Excellent team worker. Willing to learn and develop new skills. Looking forward to accept a challenging role in reputed organization to enhance my field of expertise.

EDUCATION

Jul 2011	Bachelor of Commerce , <i>Mumbai University</i>	Mumbai, India
Jun 2008	Higher Secondary Certificate (H.S.C) , <i>Maharashtra Board</i>	Mumbai, India
May 2006	Secondary School Certificate (S.S.C) , <i>Maharashtra Board</i>	Mumbai, India

PROFESSIONAL EXPERIENCE

Sep 2018 – Jul 2024	Sr. Process Expert - Export Support Documentation , <i>Maersk Global Service Centres India Pvt. Ltd.</i>	Mumbai, India
Role: <ul style="list-style-type: none">• Managing Advance Customs Manifestation for 5 countries - Europe, Japan, Great Britain, South Africa & China.• Co-ordinating with different teams and front office colleagues to get the mandatory details and submit it to the customs.• Taking timely follow ups to ensure missing details are received prior manifestation to avoid delays and customs fines.• Handling emails and escalations on priority.• Maintaining TAT for Customs submissions and email responses.• Trained new colleagues with the process and resolving their queries.• Handled documentation of customers shipments prior the Verify Copy is issued to the customer Achievements: <ul style="list-style-type: none">• Received appreciation from Stakeholders.• Got an opportunity to be a part of an Agile project and successfully accomplished it.		
Feb 2014 – Aug 2018	Sr. Associate - Operations , <i>WNS Global Services Pvt. Ltd.</i>	Mumbai, India
Role: <ul style="list-style-type: none">• Handling General and Complaint Emails of UK customers for Energy Products - Home.		

- Assigned role of Subject Matter Expert (SME) to train new team members with the process and supporting them with their queries.
- Ensuring correct resolution provided to the customers. Taking regular follow ups within given timescale.
- Handling escalation emails from customers and resolving their issues.

Achievements:

- Received appreciation emails from Customers.
- Received recognition from Managers for maintaining the quality performance every month and meeting the set KPIs.

Jul 2011 – Feb 2014

Sales Coordinator, *Digital Factors India Pvt. Ltd.*

Mumbai, India

Role:

- Coordinating with the team for the product deliveries & scheduling installation service and the maintenance orders.
- Monitoring the inventory levels and place orders with vendors to meet the projected sales and deliveries.
- Maintaining detailed, accurate and up-to-date client files.
- Attending the queries and provide suitable solutions to the customers on calls & emails.
- Preparing quotations and providing the product information.

Achievements:

- Received appreciation from the Manager and customers.

AWARDS

Mar 2024	Going The Extra Mile Award , <i>Maersk Global Service Centres India Pvt. Ltd.</i>
May 2022	Champ of the Month Award , <i>Maersk Global Service Centres India Pvt. Ltd.</i>
Feb 2023	Going The Extra Mile Award , <i>Maersk Global Service Centres India Pvt. Ltd.</i>
May 2020	Going The Extra Mile Award , <i>Maersk Global Service Centres India Pvt. Ltd.</i>
Jul 2018	Achiever Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Apr 2018	Applause Award - Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Feb 2018	Go-Getter Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Oct 2017	Go-Getter Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Jun 2017	Achiever Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Jan 2017	Go-Getter Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Sep 2016	Go-Getter Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Jun 2016	Go-Getter Award - Operational Excellence , <i>WNS Global Services Pvt. Ltd.</i>
Mar 2016	Applause Award - Excellence , <i>WNS Global Services Pvt. Ltd.</i>

Dec 2015

Front Runner Award - Service Innovation, WNS Global Services Pvt. Ltd.

INTERESTS

- Dance
- Listening Songs

LANGUAGES

English

Gujarati

Hindi

DECLARATION

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

Yankeeta Panchal

Dubai, UAE