

SURAJ PILLAI

A-14, Mahalaxmi housing society, Sakinaka, Mumbai (Po) 400072
7208222785 | srsuraj94@gmail.com

Objective

I would like to enhance my capabilities by working for a good organization, adding value, and growing up the corporate ladder. I undertake professionally and personally to excel in any form of activity, to make a positive difference to the organization with my presence.

Education

- V.K Krishna Menon College of Commerce and Science 2015
Bachelor of Commerce (B.Com)
- BES Junior College of Commerce and Science 2012
HSC (12th)
- St. Anthony High School 2010
SSC (10th)

Current Job & Designation

- WNS - Ocean Network Express July 2024 - Present
Assistant Manager - NA Operation

Experience

- WNS - Ocean Network Express April 2018 - July 2024
Lead Associate - NA Operation
 - Team Handling (Led a team of 9 people in Offhire process which resulted in winning Sapphire awards in 2018 for cost saving)
 - Monitor and manage the Key Responsibility Areas (KRAs) and Key Performance Indicators (KPIs) for my team, ensuring alignment with organizational goals and individual performance expectations.
 - Manage the day-to-day activities of the team and delegate tasks to team members.
 - Motivate the team to achieve organizational goals.
 - Process Handling (Container Tracking & Error Clearance, Off-Hire Redelivery, Third Party Billing, Rail Flip, Chassis Split, Delivery Order, Documentation).
 - Coaching and Mentoring.
 - Assist managers in process migrations and improvements.
 - Conduct monthly review meeting with team members to discuss team performance and process updates.
 - EOD Process reporting to Offshore and Onshore Management.
- MOL-IPS Pvt Ltd. September 2015 - March 2018
Executive - US Operation
 - Issue Purchase Orders for accounts payable and follow up for payment.
 - Maintaining records of Cost, quality, quantity, delivery of goods, delivery time and payment status.
 - Handling Of Balpie File, Custom Initiation, Dock Lock
 - Creating bills for Demurrage and Detention charges of containers.
 - Rail billing (Export, Empty return, Street turn and VGM).
 - Assisting Truckers with Intermodal routes in US.
 - Maintaining records of containers & booking in data base as well as system through notification received from customer and booking office.
 - Updating the central monitoring system with container & vessel details.
 - US gate activity updation, (Non EDI)
 - Tracking a vessel schedule via system.
 - Updating the empty transaction for empty returned containers to stop per diem clock charges.
 - Data maintenance and sending report to Atlanta and Chicago Front office on daily basis.

Skills

- Good experience in Team Handling even during Attrition and Shrinkage.
- Good experience in communicating with foreign teams on conference calls and Emails.
- Team Management, Team Building and Leadership.
- Good knowledge in Ms Office and HOTKEYS. Certification in Tally ERP 9 & Business Accounting Skills.
- Familiar with Systems such as SAP, Oracle, Starnet & Opus.
- Self-motivated, hardworking and goal oriented, high degree of flexibility to work in different shifts and resourcefulness.
- A team player, able to work comfortably with people from diverse backgrounds and experience.
- Ability to go through large volumes daily & stay focused throughout the day.

Achievements & Awards

- Sapphire Award 2018 for cost saving by Off-hiring most number of containers through Off-Hire Process
 - WNS Certified Trainer 2022
 - League Of Champion Awards for Best Brainwave Ideas in 2023 & Best Performer in 3rd quarter 2023
-

Languages

- English
 - Hindi
 - Malayalam
 - Marathi
-

Personal Details

- Date of Birth : 26/05/1995
 - Marital Status : Married
 - Nationality : Indian
-

Declaration

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

Place: Mumbai

SURAJ PILLAI