



# GUNTI VIVEK

📍 Visakhapatnam, INDIA 530048

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## CAREER OBJECTIVE

CARREER OBJECTIVE: Personable and dedicated customer service representative with extensive experience in industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

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## SKILLS

- Ms Office package - Word, Excel & Power Point.
- Typing 45 words per minute.
- Ready to take up tasks with enthusiasm.
- I have ability to lead and manage people.
- Process improvement strategies
- Time management
- Vendor relationship management
- Sales monitoring

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## EXPERIENCE

**ASSISTANT MANAGER ( DOCUMENTATION & OPERATIONS )**, 12/2024 - Current

**REUDAN SHIPPING & LOGISTICS SERVICES PVT LTD**, GANDHIDHAM, INDIA

- APPLYING FOR DELIVERY ORDERS ON MAERSK WEBSITES
- CORRDINATING WITH OVERSEAS CLIENTS FOR CLEARNING & TRANSPORTATION WORKS
- FOLLOW UP WITH THE AGENTS TO FILE IGM MANIFEST ON HBL DETAILS
- WEEKLY SCHEDULE CALLS WITH EXISTING CUSTOMERS TO MAINTAIN GOOD RELATIONSHIP
- HAVING COORDINATION WITH LOCAL SHIPPING LINES & MLOS FOR SPACE ALLOCATION & BETTER FREIGHT RATES
- WEEKLY TWICE HANDLING MUNDRA CUSTOMS CLEARING WORK ( LIKE SUBMIT DOCUMENTS FOR PQ CLEARENCE & SIIB SECTION ). ONCE CUSTOMER CLEARED THE IMPORT DUTY , THEN NEED TO TAKE OUT OF CHARGE IN CUSTOMS TO RELEASE THE CARGO
- Prioritized and organized tasks to efficiently accomplish service goals.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

**CUSTOMER SERVICE CUM DOCUMENTATION EXECUTIVE**, 11/2023 - 11/2024

**REUDAN SHIPPING & LOGISTICS SERVICES NIGERIA LTD**, APAPA, NIGERIA

- PLACING BOOKINGS ON MLO SITES
  - SUBMITTING SI ON MLO SITES & SHARE BL DRAFTS TO CLIENTS
  - SECURING SPACE WITH THE SHIPPING LINE FOR INDIA PORTS
  - MAJORLY HANDLED CLIENTS (SPRING FIELD, VALENCY, VICTORY GRAINS LTD)
  - MOSTLY EXPORTS ( AGRO COMMODITIES : SOYABEANS , SESAME SEEDS ,RAW CASHEW NUTS IN SHELL)
  - MAIN ROLE TRANSPORTATION FROM SHIPPER WAREHOUSE TO PORT GATE IN & CUSTOMS CLEARING ALSO FREIGHT FORWARDING
  - ALSO PROVIDING WAREHOUSE RENTAL FOR CLIENTS
  - Managed the delivery of completed documents within established timelines.
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**REUDAN INTERNATIONAL GHANA LTD**, 11/2022 - 11/2023

**CUSTOMER SERVICE CUM DOCUMENTATION EXECUTIVE**, TEMA, GHANA

- Booking Placing, Si Submission On Mlo Sites ( Maersk ,Cma Cgm , One Line ,Hapag Lloyd ,Pil , Cosco )
  - Follow Up For Containers Link Up & Triangulation Request With Mlo's.
  - Prepare Loc's ( Letter Of Commencement ) Basing On Paking List & Commercial Invoice
  - Prepare 3rd Party Document's ( Phyto , Coo & Fumigation ) , Ldc Document's ( Least Developed Country Document ) For Duty Reduction.
  - Maintain Track Sheets For Every Clients For Easy Reference On Payment's, Shipment Status (Pipe Line Or Sailed)
  - Customs Clearing , Transportation & Freight Forwarding : Maintain The good Relationship With The Client's ( Valency International , Afcott (Keval Ram Group) , Rafmoh , Banyan Trade Africa.
  - Follow Up With Transporters From The Shippers Place Of Stuffing To Until Port Gate In
  - Weakly Scheduled Calls To Client's For Understanding Their Projections
  - Space allocation for 100 containers every week during the season (CMA CGM, Maersk, ONE Line).
  - Worked with cross-functional teams to achieve goals.
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**DHRUVA LOGISTICS INDIA PVT LTD**, 03/2022 - 08/2022

**OPERATIONS CUM SALES EXECUTIVE**, VISAKHAPATNAM, INDIA

- Handling Nvocc Agent's ( Aegon Shipping Llc : Alpl Line, Bilender Logistics : Nauka Lines )
  - Filing Igm And Egm On 1.5 Edi On Icl Software
  - Share The Stock Details ,Weekly To Nvocc Lines.
  - Quote Best Freight rates To Client's
  - Monthly Dsr Reports Shared To Head Office & Schedule Online Meeting .
  - Appoint Customs Clearing Agent as our Vendor For Few Client's To Generate Good Revenue.
  - If any shipments Under Detention & Demurrage , Apply 100 % Waiver & get it from the shipping line
  - Mostly Handled Dg Shipments ( Dry Batteries ) & Ferro Silicone Manganese.
  - Make A Schedule Calls & Meet To Clients For Maintain Good Relationship As A Freight Forwarder
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**TRANSLINER MARITIME PVT LTD**, 01/2020 - 02/2022

**OPERATIONS CUM DOCUMENTATION EXECUTIVE, VISAKHAPATNAM, INDIA**

- Placing Booking's, Si Submission, Export Invoice Preparation On Tms Software
- Follow Up With Depots To Release Containers On Fifo Basis.
- Secure Space Allocation From Local Vsl Operator & Also Get Connection Vsl From Counterpart Agent Before Placing Booking.
- In Time Provide BI Drafts & Invoices To Client To Maintain Good Relation Ship
- Issue Form13's & Filing Igm And Egm On 1.5 Edi Software
- For Import Shipment's Send Pre-Alert & Request For Nomination Cfs For Igm Filling & Issue Delivery Orders To Client
- Secure Necessary Customs Permission Like Landing Persmission, Continuity Bond Renewal & Tsa Closing .
- Mostly Handled Shipments ( Granite Slabs , Ferro Silico Manganese , Chilly , Cashew Nuts, Shrimps )
- Schedule Tele Calls For Existing Client's To Maintain Continue Business .
- Provided excellent service and attention to customers when face-to-face or through phone conversations.

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**EDUCATION**

**DR.DY PATIL VIDYAPEETH UNIVERSITY , PUNE, Expected in 01/2027**

**BBA: BACHELOR OF BUSINESS ADMINISTRATION**

Pursuing degree

- Online Exam Pattern (WORLD EDUCATION SUPPORT)

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**Bhashyam Junior IIT College**

**INTERMEDIATE: BOARD OF INTERMEDIATE EDUCATION**

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**BHASHYAM PUBLIC SCHOOL, VIZIANAGARAM**

**S.S.C. BOARD OF SECONDARY EDUCATION**