

Jyotishmaan Bhagowaty

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Objective

I am a dedicated and hardworking professional with 5 years of experience seeking a challenging role to utilize my skills and contribute to organizational success.

Education

BA in International Hospitality and Tourism Management | 2017 | Institute of Technology and Management (ITM)

- Passed 59%

Work Experience

Central Business Process Executive | TT Logistics & Cargo Private Limited | JUL 2019 – FEB 2022

- Provided exceptional customer service by efficiently tracking and tracing shipments and resolving inquiries.
- Demonstrated expertise in effective coordination with freight forwarders to obtaining necessary Import/Export documentations, and compliance requirements.
- Managed complex international shipments from multiple origins to diverse destinations
- Collaborated effectively with freight forwarders, customs broker, and shipping lines to optimize supply chain effectively.
- Systematic and effective functioning of the station in accordance with the TAT, SLA, LPM and SOP requirements.

Senior Process Associate | Tata Consultancy Services | MAR 2022 – SEP 2023

- Optimized cargo loading, ensuring maximum space utilization and profitability.
- Efficiently planned and coordinated shipments, allocating security lockers, pallets, and containers accordingly.
- Monitored shipment closely and provided timely updates.
- Maintained accurate records in database to ensure seamless logistics.
- Having sound knowledge of Microsoft Excel to perform tasks such as preparing weekly, monthly reports.
- Maximized cargo profitability, managing space utilization and minimizing waste, ensuring efficient operations.

Senior Representative | Barclays Bank PLC | MAY 2024 – SEP 2024

- Handled queries and complaints via e-mail, call and chat.
- Reported suspicious activity on accounts such as unusual transactions, unauthorized withdrawals, or phishing attempts.
- Managing client's accounts, including processing transactions, answering queries, and resolving issues.
- Helped to prevent fraud and scams, and protect clients financial interests.

Certification's

- IATA Diploma,. Travel & Tourism, 2019
- AI - Enhanced Supply Chain & Logistics Management, 2024