

Demonstrate over 16 years of comprehensive expertise in customs declaration operations, client operations, and overseas support within the logistics industry.

CONTACT

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CORE COMPETENCIES

- ● International Trade Regulations
- ● Supply Chain Optimization
- ● Operational Efficiency
- ● Client Servicing
- ● Process Improvement
- ● Team Leadership
- ● Performance Management
- ● Cross-functional Collaboration
- ● Compliance Standards
- ● Process Mapping
- ● Cargowise Operations
- ● Customs Declaration
- ● Process Optimization

EDUCATION

- ● **2021:** MBA (Logistics and Supply Chain Management), LIBA
- ● **2008:** Bachelor's Degree in Bachelor of Management Studies (BMS), Mumbai University

IT SKILLS

- ● MS Office (Excel, Word &PowerPoint)

PERSONAL DETAILS

Date of Birth: 14th October 1984

Languages Known: Tamil, Hindi, English, Marathi, Spanish

Address: Villa 32, 65 street, Al Quoz 2, Dubai.

Vijaykumar Chandrasekaran

Assistant Manager

Profile Summary

- Proficient in utilizing Cargowise Operations to streamline customs declaration processes, optimize documentation management, and enhance client relationship management, resulting in improved operational efficiency and exceptional client service delivery.
- Spearheaded the implementation of a new documentation tracking system at Swift Cargo, leading to a 20% increase in operational efficiency, representing a track record of driving impactful process improvements and achieving tangible results.
- Proven track record of leading documentation teams to achieve and exceed operational goals.
- Expertise in developing and optimizing documentation processes for increased efficiency and accuracy.
- In-depth knowledge of industry regulations and expert at ensuring documentation compliance with relevant standards.
- Proven expertise in maintaining positive relationships with clients through clear and accurate documentation practices.
- Experience in training and developing team members to enhance their documentation skills and ensure high-quality output.
- Utilize modern documentation tools and systems to streamline processes and stay well-informed of industry advancements.
- Proven skill to manage multiple deadlines in a fast-paced environment without compromising quality.
- Committed to continuous improvement, implementing best practices, and staying updated on industry trends.
- Extensive knowledge of tariff codes, customs classifications, and documentation requirements for seamless cross-border shipments.
- Demonstrated ability to liaise with customs authorities to resolve issues, obtain necessary permits, and facilitate the smooth movement of goods.
- In-depth knowledge of international shipping regulations, import/export procedures, and logistics practices across various countries and regions.
- Proficient in coordinating and optimizing overseas logistics operations, including transportation, warehousing, and distribution.
- Strong problem-solving skills in addressing cross-border logistics issues, such as customs delays, regulatory compliance, and supply chain disruptions.

Achievements

Key Achievements in Vodafone:

- Rated as a Very Good Performer in the appraisal for the year 2009-2010.
- Hold a certificate for the best performer for the quarter (Oct 2009 – Dec 2010).

Key Achievements in Sutherland:

- Receive an award for the best upsale agent for the month of Nov 2012.
- Hold a certificate for the best performer for the quarter (Oct 2012 – Dec 2012).
- Receive appreciation from the client (May 2013).

Key Achievements in DHL:

- Receive the Star Performer of the Month award for April 2018.
- Receive appreciation from the Sr. Manager.

Key Achievements in DHL (2020):

- Receive appreciation emails from SA Country Head (1st April 2020).
- Receive appreciation emails from SA CW1 Project Manager (31st March 2020).
- Receive appreciation emails from SA (GSC) Senior Manager for creating Process Map (12th June 2020).
- Receive appreciation emails from SA Country Head for clearing inter-company invoices (1st Sep 2020).
- Receive appreciation emails from Dubai AFR Customs Team (24th Sep 2020).
- Receive appreciation emails from the Germany Team for the CW1 Go Live Support (09th Oct 2020).
- Receive appreciation emails from the Germany Team for completing the Task (12th Oct 2020).

Key Achievements in Hellmann (2020):

- Received appreciation from Air Freight Manager for system implementation (Dubai)
- Received appreciation from India Management for system implementation(India)

Work Experience

Jul'22 - Present | CargoWise Trainer (Assistant Manager) | Hellmann Worldwide Logistics, Chennai

System Implementation:

- CW1 Implementation for Kuwait (Air Freight – Nov 2023 till Dec 2023)
- CW1 Implementation for India (Air Freight – Jan 2023 till Oct 2023)
- CW1 Implementation for Dubai (Air Freight - Jul 2022 till Dec 2022)

Key Result Areas:

- Conducting extensive classroom training sessions for both management and end users in CargoWise One, focusing on Export, Import, Brokerage, Work Item, and operational accounting AP. Included specialized training on client rate adjustments in alignment with Spot quotes.
- Successfully managing Air and Road freight shipments during the implementation phase, demonstrating versatility and adaptability in navigating various logistics scenarios.
- Implementing a streamlined process for updating client rates based on real-time Spot quotes, ensuring accurate and competitive pricing reflective of market dynamics.
- Addressing and resolving operational gaps identified by key users, showcasing a hands-on approach to troubleshooting and enhancing the system's efficiency.
- Updating IATA and SCAC codes in the Organization details, ensuring compliance with industry standards and facilitating smoother interactions with regulatory bodies.
- Facilitating regular communication channels with the Central Germany Management team, ensuring a cohesive understanding of project progress, addressing concerns promptly, and aligning objectives to achieve successful implementation.

Jul'21 – Jul'22 | Assistant Manager – Documentation | Swift Cargo (Chennai Branch)

Key Result Areas:

- Coordinate with vendor and clients for the payment.
- Facilitated meetings with team members & management to foster goal attainment.
- Wrote and edited and revised documentation; performed primary & secondary research, developing high quality content, enhanced & implemented the same effectively.
- Organized material and editing copy according to set standards, that is, clarity, conciseness, style, and terminology.
- Ensured high scientific quality and consistency with other documents; ensured that text follows guidelines for publication.
- Adhered to timelines for writing, review and/or editing of documentation to ensure alignment with overall project timelines.
- Managed departmental databases and produced regulatory data/reporting in order to track & maintained metrics.
- Introduced a new training module resulting in increase in team productivity, as evidenced by improved goal achievement and operational excellence.
- Implemented process optimization strategies that are reducing documentation-related errors, leading to enhanced accuracy and efficiency in daily operations.
- Led the implementation of a new documentation tracking system, resulting in a 60% increase in operational efficiency and proved a consistent focus on driving process improvements and achieving tangible results.

Nov'14 – Jul'21| DHL Logistic

**Growth Path: Sr. Executive - Back-office Customs, Mumbai Nov'14 – Jan'19
Process Expert - Cargowise, Chennai Branch Jan'19 – Jul'21**

System Implementation:

- Germany Ocean freight migration (Imports) (April 2019 – Aug 2019)
- Supported Saudi Arabia & Qatar (Ocean & Air freight process) in Cargowise (Oct 2019 till Jan 2020)
- Supported Dubai for Air freight process in Cargowise (Aug 2020 – Sep 2020)
- Offline Air freight support for France in Cargowise (Nov 2020 – Dec 2020)
- Brexit Customs Declaration (Jan 2021 – Feb 2021)
- Project on Switzerland Customs clearance (Feb 2021 – July 2021)

Key Result Areas as Process Expert:

- Managed Cargowise projects for air and ocean freight, including managing migration processes for various countries.
- Supported and provided query resolution for Saudi Arabia, Qatar, Dubai, Germany, and France in Cargowise.
- Executed customs declaration for Brexit and Switzerland projects, coordinating with automation teams and creating process instructions.

- Orchestrated the successful migration of Cargowise projects for air and ocean freight, ensuring seamless processes for various countries, underscoring the candidate's expertise in managing complex international logistics projects.
- Collaborated with automation teams to streamline customs declaration processes for Brexit and Switzerland projects, resulting in reduction in processing time and improved compliance with customs regulations.
- Received multiple appreciation emails from senior management and international teams for outstanding project support and query resolution.

Key Result Areas as Sr. Executive:

- Verified and accessed pre and post-shipment documents for ocean and air freight.
- Managed invoice and packing list preparation through ERP software and coordinated with shipping lines.
- Achieved Star Performer of the Month award for exceptional performance in April 2018.

Previous Work Experience

- **Dec'11 – Nov'14:** Level 2 (Chat Process), Sutherland Global Service
- **May'11 – Oct'11:** TIS (Total Implementation Services), AGS Transact Technologies Ltd
- **Oct'08 – May'11:** Store Cashier, Vodafone, Mumbai
- **Oct'06 – Sep'07:** Customer Care Executive in Hutchison Essar Pvt. Ltd., Mumbai