



GOKUL P

Customer Coordinator

As a Customer Coordinator in logistics, I ensured seamless shipment coordination and delivery tracking, adeptly handling customer interactions and resolving transportation issues to enhance operational efficiency and service excellence.

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📍 Alappuzha, India

📅 April 08, 1999

WORK EXPERIENCE

CUSTOMER COORDINATOR

HAPAG LLOYD

07/2022 - Present

Chennai

Achievements/Tasks

- Managed and processed shipping documentation such as bills of lading, customs paperwork, and invoices.
- Provided exceptional customer service, handling inquiries, and addressing concerns regarding shipping status and discrepancies promptly and professionally.
- Enforced adherence to shipping regulations, quality standards, and company policies, ensuring accuracy and consistency in shipments.
- Provided exceptional customer service by promptly responding to emails, ensuring customer satisfaction.
- Collaborated with internal teams to streamline processes and meet customer requirements.
- Achieved and exceeded Key Performance Areas (KPA) related to customer satisfaction.

AWARDS

Rising Star Award

- Recognized for exceptional dedication and rapid growth at HAPAG LLOYD GCC Chennai

Green Star Award

- Recipient of Green Star Award for exemplary dedication to precision and accuracy at HAPAG LLOYD GCC Chennai

Annual Super Star Award

- Recipient of the Annual Super Star Award for sustained recognition through continuous nominations across various categories at HAPAG LLOYD GCC Chennai

EDUCATION

BBA SHIPPING AND LOGISTICS

Amet University , Chennai

2017 - 2020

HIGHER SECONDARY EDUCATION

SN Trust HSS , Nagiarkulangara

2015 - 2017

SKILLS

MS Excel

MS Powerpoint

MS Office

Customer Support

Logistic Support

Good communication & Interpersonal skills

Attention to Detail

Team Collaboration

Analytical Skills

Time Management

Customer-Focused Service

Personal training

Problem Solving

Communication

Technological Proficiency

LANGUAGES

English

Professional Working Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Professional Working Proficiency

INTERESTS

Travel

Movies

Photography

Music