



# Dhanalakshmi Sasidharan

0528193004

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Dubai, United Arab Emirates 50819

## SUMMARY

### SKILLS

- Attentiveness
- Adaptability
- Planning & Problem solving
- Quick learner
- Communicative
- Organizing
- Performance Optimization
- Negotiation & customer service

### EDUCATION

**2013**

**CSI Girls Hr.sec School |**  
Tamil Nadu

**2016**

**Bachelor of Arts:**  
**COMPUTER SCIENCE**

### LANGUAGES

**\*Malayalam:** First Language

**\*English: (Read, Write & Speak)**

**\*Tamil: (Read, write & speak)**

Enthusiastic and reliable Customer Support and Operations professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## WORK EXPERIENCE

### ZAYS SHIPPING LLC SEP 2024-CURRENT

**I am working as a customer support and logistics coordinator for import & export shipments.**

**AUG 2022 - AUG 2024**

**Customer Support & Operations Executive**

**MENC SHIPPING LLC | DUBAI, UAE**

- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions for import and exports needs.
- Acknowledge the client's new inquiries and get the best rate from all the agents and quoted on time.
- Resolved issues with orders, notifying customers of updates as needed.
- Negotiated logistics services with carriers for cost-effective benefits to consumers through discounts and reduced pricing.
- Coordinating all the import shipments with clients and agents.
- Devised import and export strategies to improve cargo handling, clearing and forwarding for outstanding service delivery.
- Informed customers of consignments' conditions and associated shipping costs for knowledgeable decision-making.
- Generated work-related reports for management, aiding performance tracking, process reviews and cost-cutting measures.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Applying DO in Dubai Trade & checking the container status once

arrived in the port.

## PERSONAL

- Married
- DOB: 18-02-1996
- Nationality: Indian

- Well versed in MOFAIC Attestation and Import Customs Clearance procedures.
- Handled All KSA road Shipments
- Invoicing & updating the receivables In Fresa Application
- Import shipments clearance and coordinating the arrangements for delivery
- Maintaining all the payments and cheques details tracking in folders.

### Passport Number:

U2037877

### Visa Status:

(HUSBAND VISA  
VALID UNTIL AUG  
2026)

**08/2016 - 09/2019**

**Senior Process Executive**

**Cognizant Technology Solutions | COIMBATORE, INDIA**

- Analyzed performance test results, making enhancement suggestions based on inefficiencies and faults. Quality Analysis in BPO process
- Conducted performance tests, assessing features including functionality, reliability, performance and quality.
- Coordinated, scheduled and executed in-depth data entry projects.
- Identified errors in data entry and related issues, reporting to supervisors for resolution.
- Performed regular backup operations to save data and avoid loss.
- Reviewed customer orders and followed specifications relating to data entry.
- Mortgage Bpo Process with Quality Checking for all the US states loan progress.

### Declare:

I Hereby confirm that all the information noted above is accurate to the best of my beliefs & knowledge.