

## SUMMARY

Energetic logistics specialist with a background in B. Com Finance. Pursuing a dynamic role in logistics management to revolutionize operations and elevate customer service. Devoted to driving continuous improvement in forward-thinking, collaborative settings. Geared up to deliver unparalleled value and excellence in every endeavor.

## PROFESSIONAL EXPERIENCE

### Clearance Support Agent and Operations Agent

Dec '22 - Dec '23

#### DHL Express

Bengaluru, IN

*DHL Express is the world's leading logistics company*

- Recognizing and forwarding intricate customer problems to the relevant team or department for additional resolution
- Ensuring smooth & effective operations by coordinating with other departments such as customer support etc.
- Provided administrative support to the clearance team by managing import/export documentation and coordinating with customs officials.
- Maintained inventory levels and accuracy through cycle counting and regular inventory checks
- Ensured proper labeling, storage, and handling of hazardous or fragile items.
- Attended and completed required online and in-person training and mentored newer agents in advanced roles.

## EDUCATION

### Bachelor of Commerce

Jun '19 - Jun '22

#### Kannur University

Kerala, India

### PG Diploma in Logistics and SCM

Jun '22 - Aug '23

#### STED Council of India

Kerala, India

## KEY SKILLS

- > Strong interpersonal skills.
- > Proactive and self-motivated
- > Able to work independently and collaboratively with a team.
- > Decision making
- > Data-driven strategic planning
- > Active Listener

## TECHNICAL SKILLS

- > MS Office Excel
- > MS Office Word
- > Outlook
- > SAP MM Software

## CERTIFICATIONS

- Certified SAP MM Power End User from Primus Sap Academy
- Introduction to Data Science from Cisco
- Fundamentals of Digital Marketing from Google LLC

## ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Tamil, Malayalam