

SNEHAL RAJARAM

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Results-Driven Logistics Professional | Specializing in Cargo Consolidation, Client Management & Profit Growth.

Education

2024: Diploma in Logistics, Materials, and Supply Chain Management from University of Mumbai

2020: Bachelor of Commerce (Bachelor of Accounting and Finance from University of Mumbai)

Core Competencies

Supply Chain Operations

Freight Forwarding

Vendor Management

Material Management

International Logistics

Project Management

Customs Compliance

Cost Optimization

Project Logistics

KPI Monitoring

Profile Summary

Dedicated and results-driven Customer Service Representative with in-depth expertise in the logistics and supply chain industry. Demonstrated success in managing both international and domestic movement of general commodities, high-value cargo, and time-sensitive perishables. Consistently maintained a monthly gross profit of EUR 20,000 by designing efficient consolidations for carriers. Skilled in customer and vendor relationship management, with a proven ability to convert business opportunities into long-term clients—contributing to an additional annual revenue stream of EUR 200,000. Committed to delivering exceptional customer service by leveraging strong operational knowledge and a solution-oriented approach.

Career Timeline



C.H. ROBINSON



DP WORLD



Work Experience

Sept'24 - Feb'25 | C H ROBINSON | Assistant Manager

Key Result Areas:

- Managing nominations and sales operations for key clients including Blue Star Limited, ABC Polymer LLC, and Warwick Fabrics Ltd.
- Handling buyers' consolidation and general cargo consolidation to optimize shipping efficiency.
- Overseeing the end-to-end movement of various container types, including reefer, general, open-top (OT), and flat rack (FR) containers.
- Coordinating road freight shipments across India and facilitating cross-border trade from India to Bangladesh via Petrapole and Benapole, including preparation of all required documentation for customs clearance in Bangladesh.
- Arranging air shipments for customers, including placing bookings with carriers, coordinating cargo collection, managing export clearance, and handing over shipments to the airline.
- Coordinating with overseas offices for rate finalization and document validation for smooth shipment movements.
- Managing carrier bookings and arranging timely pick-up and delivery of empty containers to customer sites for factory stuffing.
- Liaising with vendors and port authorities to arrange specialized materials or personnel for handling special and Out-of-Gauge (OOG) shipments.
- Organizing cargo pick-up and ensuring seamless customs clearance for all shipments.
- Filing AMS (Automated Manifest System) and ISF (Importer Security Filing) for all U.S.-bound shipments.
- Submitting shipping instructions and Verified Gross Mass (VGM) details on carrier portals accurately and on time.
- Collaborating with customers, operations teams, and overseas offices to resolve inquiries and identify potential business opportunities.
- Monitoring in-transit shipments closely to ensure timely arrival at destination ports or final delivery, as per the agreed scope of work.
- Ensuring timely billing processes and payments to vendors, maintaining positive working relationships.

- ④ Overseeing compliance with all contractual terms and payment schedules for transporters and service providers.
- ④ Maintaining and sharing Daily Status Reports (DSRs) with clients, including shipment updates, cost and revenue tracking, and gross profit analysis.

April'21 – Sept'24| DP World| Operations Executive|

Key Result Areas:

- ④ Importing, exporting, and cross-border shipments by air, sea, courier, and road
- ④ Negotiating transport rates through comparative price analysis across multiple vendors to ensure cost-effectiveness.
- ④ Booking shipments with carriers and coordinating the pickup and delivery of empty containers for factory stuffing.
- ④ Liaising with vendors and port authorities to arrange specialized equipment and personnel for Out-of-Gauge (OOG) and special cargo shipments.
- ④ Coordinating with overseas offices for freight rates, documentation validation, and smooth international shipment execution.
- ④ Organizing domestic cargo pickups, customs clearance, and ensuring proper documentation (e.g., GST waybills, invoices, packing lists).
- ④ Filing AMS and ISF for U.S.-bound shipments, as well as submitting shipping instructions and VGM (Verified Gross Mass) on carrier platforms.
- ④ Managing customer communication in coordination with operations and overseas teams to resolve queries and explore business opportunities.
- ④ Closely monitoring in-transit shipments to ensure timely delivery in accordance with the agreed scope of work.
- ④ Ensuring accurate and timely billing, vendor payments, and adherence to all contractual terms with logistics partners.
- ④ Maintaining Daily Status Reports (DSR) detailing shipment activities, cost, revenue, and gross profit, and sharing updates with clients.
- ④ Tracking monthly revenue by customer and strategizing ways to increase billing.
- ④ Analyzing monthly revenue data and presenting quarterly forecasts to senior management for strategic planning.

Dec'20 – Dec'21| DHL Global Forwarding| Intern Operations Executive (Industrial Projects)

Key Result Areas:

- ④ Managed export and import clearance, EC coordination, and domestic transportation
- ④ Negotiated rates for FCL, LCL, and non-ODC shipments with carriers and customers to ensure competitive pricing and profitability.
- ④ Prepared quotations for both air and sea shipments, targeting business growth and margin optimization.
- ④ Managed end-to-end import and export processes for air and sea freight shipments.
- ④ Cargowise certified operator: created jobs, updated shipment details, uploaded documentation, and managed billing processes within the system.
- ④ Obtained shipping document approvals from overseas offices and checklist confirmations from clients to ensure smooth shipment clearance.
- ④ Coordinated with shippers and overseas offices for document validation and compliance in shipment movements.
- ④ Oversaw customs clearance activities and monitored supply chain operations to ensure timely and efficient delivery.
- ④ Filed shipping instructions and VGM (Verified Gross Mass) on carrier portals accurately and on time.
- ④ Coordinated with consignees for final delivery in DAP/DDP shipments, ensuring complete end-to-end service.
- ④ Provided timely updates to clients and shared detailed shipment trackers with milestone-based and daily progress updates.