

AKSHAY PADALE

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SUMMARY

Experienced Booking and Export Documentation professional with a solid background in the shipping industry. Proficient in managing booking operations and ensuring precise export documentation to meet regulatory standards. Also a skilled Customs Specialist in the freight forwarding sector, with expertise in SAP, CW1, and Customs Management. Detail-oriented and proactive problem-solver dedicated to delivering exceptional service and achieving operational excellence.

ECN - 116976 Joining Date - 22nd July 2024

WORK EXPERIENCE

Process Associate at DHL Global Forwarding Freight Shared

Services, Vikhroli

July 2024 - Present

Customs

- Worked in Customs Department for USA & Canada
- Operated system applications including CW1 (CargoWiseOne), and Customs Management to improve workflow and precision
- Handled Processes like PAPS (Pre-Arrival Processing System), Track & Trace & Invoice Declaration
- Prepared and submitted customs documentation to ensure that shipments met all applicable laws to facilitate the import and export of goods
- Worked on documents such as HBL (House Bill Of Lading), Commercial Invoice, Packing list, Custom Border Protection (CBP) & Importer Security Filing (ISF)
- Tracking & Tracing Containers
- Coordinated with clients, customs officials, and other stakeholders to resolve issues and ensure timely clearance of goods
- Managed and maintained accurate records of all customs transactions and related documentation
- Understood the requirements of the station & country's documentation and ensure jobs are executed as per standard operating procedures
- Ensure department SLAs and all Key Performance Indicators are being met as per the agreed delivery guidelines
- Delivered a high level of service quality through timely and accurate completion of services
- Collaborated with colleagues within the business to identify solutions, best practices, and opportunities to improve the service to our business partners
- Flagged any challenges in the operations to the immediate supervisor and business partner in a timely manner
- Co-ordinated with the relevant stakeholders for regular communication and flow of information as defined for the respective service
- Coached employees through day-to-day work and complex problems
- Mentored & Trained new team members
- Created detailed productivity reports for immediate supervisor
- Conducted meetings to discuss daily performance, volumes, and error reports

Customer Service Coordinator at Hapag Lloyd Global

Capability Center, Thane

November 2021 - July 2024

Export Documentation & Customer Service Booking

Documentation and Compliance:

- Managed US and Canada documentation, creating Bills of Lading in the Freight Information System (FIS)
- Ensured compliance with shipping regulations and industry standards, staying up-to-date with relevant requirements and guidelines
- Handled urgent tasks and maintained productivity, accuracy, and turnaround time (TAT)

Coordination and Customer Service:

- Coordinated with customers and manifested bills of lading using Hapag-Lloyd's global systems
- Tracked and traced missing shipping instructions
- Communicated with areas for process corrections, and implemented changes through training sessions and reviews
- Updated areas on customer non-compliance with country requirements
- Released final copies of bills of lading and distributed invoices

Team Leadership and Training:

- Monitored TAT, errors, and reassigned roles during absenteeism
- Minimized team errors, and coached employees on complex problems
- Mentored and trained new team members. Handled the generic mailbox and cases in CRM

Data Analysis and Reporting:

- Collected and analyzed business data for reports and presentations
- Gained extensive knowledge in data entry, analysis, and reporting
- Processed audits for shipments, including amendment fee audits, resulting in generating revenue for the company

Booking and Customer Interaction:

- Processed and confirmed bookings for customers in Latin American countries
- Monitored booking queues and coordinated container availability
- Addressed customer inquiries, provided shipping schedules, rates, and services. Communicated booking confirmations and changes proactively
- Communicated with shipping carriers to confirm bookings, coordinate vessel schedules, and ensure accurate completion of all necessary documentation and paperwork
- Managed exception handling and updated customers on schedule changes
- Advised transshipment status to customer, if requested
- Updated customers on schedule/cut-off changes

Operational Coordination:

- Liaised with Equipment Dispatch (ED) for container placements
- Coordinated with internal teams, including operations and sale
- Developed new business processes to improve workflows
- Coordinated with Sales and Operations for pending/missing RA (Rate Agreement / Service Contract)

Shipping Management:

- Managed cargo shipment bookings, negotiated rates, secured vessel space, and scheduled shipments
- Acted as the primary contact for clients, providing shipment status updates, and resolving issues
- Ensured compliance with shipping regulations and industry standards
- Maintained accurate records of booking activities and client communications

ACCOMPLISHMENTS

- Received Twinkling Star Awards weekly for highest productivity while maintaining 100% Accuracy for 2021, 2022 & 2023
- Received Super Star Awards monthly for highest productivity while maintaining 100% Accuracy for 2022 & 2023
- Received Annual Super Star Trophy as Passionate Performer of the Year 2022, demonstrating dedication and commitment to excellence

SKILLS

- Advanced Computer Skills
- Multitasking
- CW1 - CargoWise One
- Fast Learner
- Excellent Team Player
- CRM Software
- SAP
- Adaptability
- Continuous Improvement

EDUCATION

Bachelor Of Mass Media, University Of Mumbai

Specialization In Advertising

LANGUAGES

- English
- Marathi
- Hindi

HOBBIES

- Reading
- Listening Music
- PC Gaming
- Watching Movies

DATE OF BIRTH

26th December 1995