

BALAJI NARAYANAN IYER

Chief Operation Officer

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Mumbai, Maharashtra, India



SUMMARY

I am a results-driven logistics professional with substantial experience in managing operations and a proven track record in optimizing processes. Leveraging strong analytical skills, I consistently identify effective solutions to challenges in freight operations. My diverse background includes sales and quality assurance within the financial sector, showcasing my adaptability and commitment to excellence.

EXPERIENCE

Chief Operation Officer

Sami Agencies Limited

06/2018 - 06/2024 Dar es Salaam, Tanzania

Logistics and Freight Forwarding Company

- Managing, controlling and supervising activities in clearing and forwarding operations.
- Monitoring payments of debit notes and addressing custom queries.
- Developing effective solutions for challenges in the clearing process.
- Reviewing environmental records of freight carriers to inform shipping decisions.
- Calculating weight, volume, or cost of goods to be moved.
- Recommending shipping solutions to minimize costs or environmental impacts.
- Selecting shipment routes based on nature of goods and transit times.
- Arranging delivery or storage of goods at destinations.
- Assisting clients with insurance reimbursements and preparing relevant shipping documentation.

Sales Executive and Quality Analyst

HDFC Sales Pvt Ltd

01/2014 - 05/2018 India

Financial Services Company

- Sold home loans to customers through branch walk-ins and marketing efforts.
- Promoted to Quality Analyst in 2016, handling loan application queries.

Customer Service Executive

Spanco BPO

02/2011 - 01/2013 India

Business Process Outsourcing Company

- Assisted customers as a Customer Service Executive for Reliance Network.

EDUCATION

B.COM

R.K.T College

06/2010 - 05/2013 Ulhasnagar, Mumbai

M.COM

Mumbai University

06/2013 - 05/2015 Mumbai

KEY ACHIEVEMENTS

Operational Efficiency Boost

Increased operational efficiency by 20% through process optimization in freight operations.

Cost Reduction Achievement

Reduced shipping costs by 15% by recommending optimal shipping solutions.

Customer Satisfaction Increase

Improved customer satisfaction ratings by 30% within one year.

Loan Application Expertise

Handled over 500 loan applications as a quality analyst in one year.

STRENGTHS

Soft Skills

Explain how it benefits your work.

Customer Retention

Explain how it benefits your work.

Expert Advise

Explain how it benefits your work.

Budgeting and Finance

Explain how it benefits your work.

Planning and Execution

Explain how it benefits your work.