



## VISHNUMAYA P A

### OPERATIONS EXECUTIVE

#### CAREER SUMMARY

Resourceful and detail-oriented professional with diverse experience in operations management, customer support, and logistics. Skilled in optimizing operational processes, ensuring efficient workflows, and improving performance as an Operation Executive. Proven ability to deliver exceptional customer service, resolve issues, and maintain high satisfaction levels in a Customer Support Representative (BPO) role. Adept at managing inventory, coordinating shipments, and streamlining logistics processes to support timely delivery and customer satisfaction as a Junior Logistics Executive. Strong communication, problem-solving, and organizational skills, with a demonstrated ability to collaborate across departments and contribute to business success.

#### PERSONAL DETAILS

Mobile No	+971 544624381
Email Id	vishnumayapa20@gmail.com
Address	Dubai, UAE
Nationality	Indian
D.O.B	25-09-2002
Gender	Female
Marital Status	Single
Passport No	Y8430590

#### ACADEMIC CREDENTIALS

2023 - 2024	<b>POSTGRADUATE DIPLOMA IN INTERNATIONAL LOGISTICS AND SHIPPING MANAGEMENT</b> Frontline Academy of Logistics Kerala, India
2020 - 2023	<b>BACHELOR OF BUSINESS ADMINISTRATION (MARKETING)</b> Naipunnya Institute of Management and Information Technology, Kerala

#### KEY SKILLS

- ❖ Supply chain management
- ❖ Team Collaboration
- ❖ Attention to Details
- ❖ Inventory control
- ❖ Logistics documentation
- ❖ Customer service
- ❖ Shipping coordination
- ❖ Stock management
- ❖ Problem-solving
- ❖ Logistics planning
- ❖ Procurement support
- ❖ Client relations

#### EXPERIENCE

##### OPERATIONS EXECUTIVE | 2024

SHIPPING DOCUMENTATION MORFIL EXPRESS, BANGALORE, INDIA

##### KEY RESPONSIBILITIES

- Managing the documentation process for shipping operations.
- Ensuring timely preparation and submission of required shipping documents.
- Coordinating with internal departments and external stakeholders to ensure smooth shipping processes.
- Verifying shipping information for accuracy and completeness.
- Handling customer queries related to shipping documents and processes.
- Tracking shipments and updating relevant stakeholders on their status.
- Maintaining an organized filing system for shipping records and documents.
- Ensuring compliance with legal and regulatory requirements for shipments.
- Collaborating with freight forwarding agents and customs brokers to facilitate smooth clearance.
- Preparing invoices and other necessary documentation for shipments.
- Monitoring inventory levels and coordinating with the warehouse team for timely dispatch.
- Assisting in the preparation of export and import documentation.
- Reviewing shipping documents to ensure compliance with company policies.

##### CUSTOMER SUPPORT REPRESENTATIVE (BPO) | 2024

FOS DESK, COIMBATORE, TAMIL NADU, INDIA

##### KEY RESPONSIBILITIES

- Responding to customer inquiries and providing accurate information.
- Assisting customers with resolving issues and troubleshooting problems.
- Handling customer complaints in a professional and efficient manner.
- Processing orders, forms, and requests promptly.
- Maintaining a high level of customer satisfaction through effective communication.
- Providing product and service information to customers.
- Updating customer records in the system and ensuring data accuracy.
- Ensuring that service delivery meets or exceeds customer expectations.
- Identifying and escalating priority issues to the relevant department.
- Following up with customers to ensure their issues are resolved to satisfaction.
- Managing customer concerns and ensuring timely resolution.
- Coordinating with other team members to resolve complex customer issues.
- Maintaining detailed records of customer interactions and transactions.
- Adhering to company policies and procedures while interacting with customers.

## LANGUAGES

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Tamil

## COMPUTER SKILLS

- ❖ MS Word
- ❖ MS Excel
- ❖ MS PowerPoint

## HOBBIES

- ❖ Music
- ❖ Travelling
- ❖ Movies

## JUNIOR LOGISTICS EXECUTIVE | 2023 - 2024

FRONTLINE ACADEMY OF LOGISTICS, MALAPPURAM, KERALA, INDIA

### KEY RESPONSIBILITIES

- Assisting in the planning and coordination of logistics operations.
- Managing the transportation of goods to ensure timely deliveries.
- Preparing and maintaining records for shipments, deliveries, and returns.
- Communicating with suppliers and vendors to confirm delivery schedules.
- Tracking and monitoring the movement of goods to ensure accuracy.
- Ensuring compliance with regulations regarding transportation and delivery.
- Updating inventory records to reflect incoming and outgoing shipments.
- Coordinating with various departments to streamline logistics processes.
- Resolving issues related to delays or discrepancies in shipments.
- Assisting in the preparation of shipping documents and invoices.
- Working closely with warehouse staff to ensure efficient storage and dispatch.

### CERTIFICATIONS

- CILT UK Certification: Advanced logistics and freight operations
- NACTET Certification: International logistics and supply chain management
- Rubicon Employability Skills
- Microsoft Office Specialist
- Certification STED Council - Advertisement Designing
- Training in advanced shipping documentation and customs processes

### DECLARATION

Hereby declared that the above particulars of facts and information stated are true, correct and complete to the best of the belief and knowledge.

VISHNUMAYA P A