



# Yankeeeta Panchal

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📞 +971582037855

📍 Dubai, UAE

📅 05 Jul 1990

FLAG Indian

## PROFILE

Skilled and dedicated with experience into Customer Support. Excellent team worker. Willing to learn and develop new skills. Looking forward to accept a challenging role in reputed organization to enhance my field of expertise.

## EDUCATION

Jul 2011	<b>Bachelor of Commerce</b> , <i>Mumbai University</i>	Mumbai, India
Jun 2008	<b>Higher Secondary Certificate (H.S.C)</b> , <i>Maharashtra Board</i>	Mumbai, India
May 2006	<b>Secondary School Certificate (S.S.C)</b> , <i>Maharashtra Board</i>	Mumbai, India

## PROFESSIONAL EXPERIENCE

Sep 2018 – Jul 2024	<b>Sr. Process Expert - Export Support Documentation</b> , <i>Maersk Global Service Centres India Pvt. Ltd.</i>	Mumbai, India
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### Role:

- Managing Advance Customs Manifestation for 5 countries - Europe, Japan, Great Britain, South Africa & China.
- Co-ordinating with different teams and front office colleagues to get the mandatory details and submit it to the customs.
- Taking timely follow ups to ensure missing details are received prior manifestation to avoid delays and customs fines.
- Handling emails and escalations on priority.
- Maintaining TAT for Customs submissions and email responses.
- Trained new colleagues with the process and resolving their queries.
- Handled documentation of customers shipments prior the Verify Copy is issued to the customer

### Achievements:

- Received appreciation from Stakeholders.
- Got an opportunity to be a part of an Agile project and successfully accomplished it.

Feb 2014 – Aug 2018	<b>Sr. Associate - Operations</b> , <i>WNS Global Services Pvt. Ltd.</i>	Mumbai, India
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### Role:

- Handling General and Complaint Emails of UK customers for Energy Products - Home.

- Assigned role of Subject Matter Expert (SME) to train new team members with the process and supporting them with their queries.
- Ensuring correct resolution provided to the customers. Taking regular follow ups within given timescale.
- Handling escalation emails from customers and resolving their issues.

**Achievements:**

- Received appreciation emails from Customers.
- Received recognition from Managers for maintaining the quality performance every month and meeting the set KPIs.

Jul 2011 – Feb 2014

**Sales Coordinator, Digital Factors India Pvt. Ltd.**

Mumbai, India

**Role:**

- Coordinating with the team for the product deliveries & scheduling installation service and the maintenance orders.
- Monitoring the inventory levels and place orders with vendors to meet the projected sales and deliveries.
- Maintaining detailed, accurate and up-to-date client files.
- Attending the queries and provide suitable solutions to the customers on calls & emails.
- Preparing quotations and providing the product information.

**Achievements:**

- Received appreciation from the Manager and customers.

## AWARDS

Mar 2024	<b>Going The Extra Mile Award, Maersk Global Service Centres India Pvt. Ltd.</b>
May 2022	<b>Champ of the Month Award, Maersk Global Service Centres India Pvt. Ltd.</b>
Feb 2023	<b>Going The Extra Mile Award, Maersk Global Service Centres India Pvt. Ltd.</b>
May 2020	<b>Going The Extra Mile Award, Maersk Global Service Centres India Pvt. Ltd.</b>
Jul 2018	<b>Achiever Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Apr 2018	<b>Applause Award - Excellence, WNS Global Services Pvt. Ltd.</b>
Feb 2018	<b>Go-Getter Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Oct 2017	<b>Go-Getter Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Jun 2017	<b>Achiever Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Jan 2017	<b>Go-Getter Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Sep 2016	<b>Go-Getter Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Jun 2016	<b>Go-Getter Award - Operational Excellence, WNS Global Services Pvt. Ltd.</b>
Mar 2016	<b>Applause Award - Excellence, WNS Global Services Pvt. Ltd.</b>

## **INTERESTS**

- Dance
- Listening Songs

## **LANGUAGES**

English

Gujarati

Hindi

## **DECLARATION**

I hereby declare that all the information given above is true and correct to the best of my knowledge.

**Yankeeta Panchal**

Dubai, UAE