

MARIESWARI MARICHELVAM.

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(Residence)Mobile: +973-36961390 e-mail: marieswarimarichelvam@gmail.com

Objective

To be a part of an organization that encourages growth and freedom to best utilize my skills and training- an environment that fuels a high level of professionalism and offers genuine opportunity to be more creative, more innovative.

General

Full Name	Marieswari Marichelvam
Date of birth	26th December'1986
Gender	Female
Nationality	Indian
Contact	Bahrain: +973-36961390
Passport No.	Z2969417
Marital Status	Married
E-mail	marieswarimarichelvam@gmail.com

Employment Summary

	Employer	Job title	Brands Handled	From	To
	Maersk Global Service Center, Chennai	Senior. Process Expert for Customer Service Department & Trainer	Maersk	2006 November	2012 October

Employment Details

MAERSK GLOBAL SHIPPING LINE - CHENNAI

Details of Employer	Maersk Global Line in Chennai. is one of the leading Shipping line worldwide and over the years with best practices and total customer focus the company has moved from strength to strength and today earns distinction of having the market leadership with in key segments
Employment Period	November'2006 to 2019 June
Job title	Senior. Process Expert – Customer in Customer service department
Reporting to	Regional Team Head

Roles & Responsibilities

1. I was working as a Sr. Process Expert – Customer in Customer service department, Maersk Global Service Center, Chennai
2. I had 5years 11 months' knowledge of experience on Export import documentation
3. I was working in CVT process (SCV customer code creation process) from June 2010 to 26th October 2012
4. Worked with Issuance process & local release (DQ (Data Quality)) from 5. August 2007 to May 2010
5. Worked with DQ –vessel team from November 2006 to August 2007
6. Got Promotion in April 2008 as Senior Processing Officer
7. Got promotion in August 2010 as a Senior Process expert – I (Job Grade (JG) – 48).
8. Got Customer service award on April 2011 for Eliminating wastages
9. Learned several process such as B4 error, Sailing data creation, Indexing, Issuance, Local Release, SCV code creation & Reporting process (Shipping)
10. Issuance, Local Release, SCV code creation & Reporting process (Shipping instruction chasing, Target shipment, Cameroon shipments, Panama release, HEC, manual charges, part load, Spain reports) in Vessel team
11. Participated as main role in much migration such as SI chasing, local releases MTDA
12. Received customer service award on April 2011 for the Zip code preparation, which helps to reduce the manual search & also the mails count which send to Origin office for missing details.

Key Achievements

1. Kaizen (Training material for Target shipment, Part load, Cameroon shipments, HEC Manual charges created for reporting process, which helps to new joiners to learn whole reporting team process without senior's help)
2. Second Kaizen (Process improvement) Submitted kaizen for City Zip code preparation
3. Received customer service award on April 2011 for the Zip code preparation, which helps to reduce the manual search & also the mails count which send to Origin office for missing details.

Personnel strengths

-Participated in district level and won the first price in the year of 2004 to 2005
-Participated in two state level chess competition in 2005 to 2006
-Participated in international level group A Level competition got prize in woman category in 2022
-Easy adaptability to new situations
-Always approach problems with an open mind
-Systematic approach to any issue
-Good Communication Skills
-Creative thinking and ability to take responsibility

Languages Known	Read /Write / Speak
English & Tamil	Yes

Academic Qualifications		
Name of school	Qualification	Year
University of Madras	MBA HR	2012 TO 2014
APC Mahalakshmi Women's College , Tuticorin	BA ENGLISH LITERATURE	2003 TO 2006
St. Antony's Higher Secondary School, Pazhayakayal	Higher Secondary (X11 STD)	2003 (FIRST GLASS)
St. Antony's Higher Secondary School, Pazhayakayal	Higher Secondary (X STD)	2001(FIRST GLASS)

Referees	Referees
M. Marichelvam /Assistant Parts Manager	Bahrain / +97336288667

I hereby certify that the above mentioned information is true up to best of my knowledge.

Signature

Date: