

# Vignesh Narayanan

## OPERATION EXECUTIVE

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To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

2023 -  
Current

### **Operation Executive (SEA and LAND)**

#### **Proconnect Supply Chain Logistics LLC, Dubai, UAE (a Redington Group)**

- Responsible for the shipment from its origin country until it is delivered to the destination warehouse.
- Handles both new and existing accounts providing quality commercial distribution channels between customers.
- Preparing documents for Sea and Land shipments such as delivery advise, Bill of Entry, Bill of Exit, Gate pass, invoice and packing list.
- Supporting the finance team in invoicing, billing and managing expenses and verifying invoices in alignment with company objectives and delivery deadlines.
- Doing clearance for all types of customs declaration in Dubai Trade e- Mirsal portal **(Export, Import, Transit and Transfer of Ownership)**
- Proactively manage customer complaints and queries ensuring timely resolution.
- Identify and escalate consistent or recurring system functionality issues.
- Responsible for submitting the necessary documentation to customs authorities and maintaining accurate records of all customs clearance activities and documentation.
- Cultivate and nurture long term customer relationships through consistent communication via phone calls, emails and follow ups on job quality
- Accurately track customer transactions and interactions.
- Responsible for consumption and storage goods including handling consumption clearance, LGP and arranging customs inspection with PRO
- Arranging trucks for dispatching the shipment coordinating with drivers and the transport department regarding delivery status or resolving delays and discrepancies to meet company KPIs.
- Process all the permits and coordination with authorities such as dubai Municipality, MOFA.
- Handling Delivery Order Collection and NOC issuance with liner & Co loader Agent.
- Communicating and coordinating with customs authorities, shipping lines and warehouse to optimize service efficiency.

2021-2023

## **Business Development Support Professional**

**CEVA Logistics, Chennai, India**

- Provides regular and on-demand reports and analyses.
- Conducts reviews and quality checks with the BDs in each country.
- Train BDs regarding the correct use of the CRM software.
- Supporting the Business Development team with the reports relating to the performance of the BD sales in the respective country.
- Analyze and Prepare BD Performance sheet.
- Reporting to the Business Development Manager on (weekly/monthly) sales results.

## **Education**

2015-08 -

### **MBA: Logistics Management**

2017-10

Indian Institute of Logistics & Shipping - Chennai, Tamil Nadu, India

2012-07 -

### **BBA: Business Administration**

2015-04

DR. G.R.D College of Arts & Science - Coimbatore, Tamil Nadu, India

## **Software**

- Salesforce
- Cargo wise One
- E-freight Suite

## **Certifications**

2022-04

- Cargo-wise Certified Professional