



## PROFILE

Enthusiastic and dedicated, I bring a proactive approach to every role, with a commitment to learning and delivering results. With experience in areas like customer service, project coordination, teamwork, etc., I excel at adapting to new challenges and environments. My strengths lie in my ability to communicate effectively, stay organized, and think creatively to solve problems and achieve goals. I am excited to contribute my skills and dedication to a dynamic team, where I can continue to grow and make a meaningful impact.

## PERSONAL DETAILS

PHONE : +971 0509455658

EMAIL: [sinchanaabshtetty6@gmail.com](mailto:sinchanaabshtetty6@gmail.com)

ADDRESS : Al Karama, Dubai

GENDER : FEMALE

DATE OF BIRTH : 18-05-2002

MARITAL STATUS : Single

NATIONALITY : INDIA

VISA STATUS : Visit Visa

EXPIRY DATE : 10/03/2025

PASSPORT NO : C0398262

ISSUE DATE : 22-07-2024

EXPIRY DATE : 21-07-2034

## SKILLS

Microsoft Advanced Excel  
Teamwork  
Relationship building  
Creative thinking  
Time management  
Communication skills

## LANGUAGE

ENGLISH  
HINDI  
MALAYALAM  
KANNADA  
TAMIL  
TULU

# SINCHANA B SHETTY

## EDUCATION

**BBA (Aviation & Logistics) Yenepoya University**

2021 – 2024

**Thakshashila College (PUC COMMERCE)**

2019 - 2021

**Sree Shankaracharya (ADVANCED MS EXCEL)**

2024

## WORK EXPERIENCE

**ECO WIDE LINE & SHIPPING LLC | HAMRIYA (CUSTOMER SERVICE)**

Nov 2024 – dec 2024

- To coordinate with transporters and hauliers to ensure smooth and efficient movement of goods from port to loading point till gate in of the container.
- Working with transporters on container movements, ensuring that export containers arrive on time for loading and import containers are delivered and unloaded on a timely basis to minimize demurrage / additional storage charges.
- Management of export and import shipments, i.e., arranging container space bookings and tracking shipments.
- Follow-up with main liners or NVOCC regarding CRO, Bill of lading, and other enquiries related to the shipments.
- Preparing accurate shipping documents according to customer's requirement.
- Providing the quotations to the clients and follow-up with clients.
- Providing the vessel schedule and cargo tracking to clients.

**WIDE RANGE SERVICE PROVIDER | AL QUSAI (SALES EXECUTIVE)**

Sep 2024 – oct 2024

- Identify potential clients and develop relationships to generate new business opportunities.
- Use various channels like networking, cold-calling, email campaigns, and social media to reach prospective clients.
- Develop strategies to position the consultancy's services effectively and capture a larger market share.
- Work closely with senior management to refine strategies based on feedback and market dynamics.
- Build and maintain strong, long-lasting relationships with clients to encourage repeat business.
- Ensure agreements are aligned with company policies and client needs.

**GAC Shipping (India) Pvt Ltd | Kerala India (Cargo Operation Intern)**

Feb 2024 – Apr2024

- In the shipping industry, I have a practical knowledge. A fundamental Knowledge about export and import

documentation. Understanding of AWB, BOL, COO, ED, etc. I know how to use Microsoft office and Logistical Software and skill to use MS office and every logistics programs.

- Handle orders, oversee paperwork, and monitor delivery.
- Keep in touch with clients and send them updates.
- Accurately prepare shipping documentation.
- Collaborated on preparing necessary paperwork such as invoices, certificates of origin, and other required documents for customs clearance.
- Coordinated with phytosanitary office to verify whether certain items were suitable for importation, clarifying any restrictions or reasons for noncompliance.

**Akshaya Center | Kerala, Kasaragod (Customer Service)**

May 2024 – Sep 2024

- Provided exceptional customer service by addressing inquiries, resolving complaints, and delivering tailored solutions in a timely and professional manner.
- Assisted customers via phone, email, and chat to ensure a seamless experience with product usage, troubleshooting, and orders.
- Resolve customer complaints by identifying solutions and escalating issues when necessary.
- Follow up on customer interactions to ensure their issues are fully resolved.
- Meet performance metrics such as response times, customer satisfaction ratings, and issue resolution times.
- Handle high volumes of customer inquiries efficiently and professionally, maintaining a positive and empathetic attitude.