

# ATHITHYAN K

PROCESS EXECUTIVE

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📍 Tirunelveli, Tamil Nadu

## PROFILE

Process Execution Executive with expertise in global shipping operations, including export documentation, and inventory planning. Skilled in managing DG shipments, customer service, and ticket resolution while ensuring compliance with industry standards. Proven track record of optimizing processes to enhance operational efficiency. Passionate about driving operational excellence and delivering superior customer satisfaction in the supply chain industry.

## EDUCATION

**2021 - 2024**

**ST. XAVIERS COLLEGE,  
PALAYAMKOTTAI**

- BACHLORS OF BUSINESS  
ADMINISTRATION (General)

## WORK EXPERIENCE

### ■ Aug 2024 - PRESENT

Swire Digital Centre, Bangalore

#### **Process executive - supply chain solutions**

- Process Execution: Executed daily tasks for Process Teams, efficiently managing support tickets through email, phone, and live/web chat, ensuring prompt resolution of client queries.
- Export & Documentation: Oversaw export processes and handled shipment documentation, ensuring compliance with international regulations and timely processing. Including bl creation, manifest creation
- Dangerous Goods (DG) Shipment: Coordinated and managed Dangerous Goods (DG) shipments, adhering to stringent safety and regulatory requirements.

### ■ May 2023 - June 2023

Associated Road Carriers LTD

#### **Logistics Intern**

- Learned and applied cargo tracking techniques to ensure efficient and timely deliveries.
- Assisted in fleet management operations, including scheduling and maintenance.
- Handled customer inquiries and resolved issues, ensuring high levels of customer satisfaction.
- Prepared invoices and other necessary documentation for logistics operation

## SKILLS

- Export documentation
- Inventory management
- Microsoft 365
- Zendesk
- Export documentation
- CRM
- Logistics operations
- E way bill procedure

## PROJECT

### ■ Nov 2023 - Jan 2024

#### **THE STUDY OF THE CONSUMER BEHAVIOUR OF UPI APPLICATION**

- Conducted research on user preferences and behavior patterns related to UPI (Unified Payments Interface) applications.
- Analyzed data from surveys and interviews to identify key factors influencing consumer adoption and satisfaction.