



# Chirag Rathod

Mumbai, India chirag.rathod@outlook.com +919167888206

<https://www.linkedin.com/in/chiragrathod10/> 10/10/1992

## CAREER OBJECTIVE

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An accomplished Sr. Customer Service and Pricing in the shipping and logistics business with a passion for creating long-lasting relationships with clients and consumers, offering great communication and problem-solving abilities to deliver exceptional customer service. Ensuring efficient logistics operations and customer satisfaction while pursuing opportunities for professional growth and development.

## SKILLS

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Customer Service • Pricing & Procurement • Freight Forwarding • Key Accounts Management • Client Relations • Problem Solving • Team Management • Operations Management • Logistics • Warehouse Operations • Transportation • Negotiations • Critical Thinking • Vendor Management • Competitive Analysis • Quality Assurance • Decision Making • Active Learning

## EDUCATION

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2022 – 2024 Mumbai, India	<b>MBA in Supply Chain Management,</b> Narsee Monjee Institute of Management Studies
2012 – 2015 Mumbai, India	<b>Bachelors in Computer Applications,</b> Yashwantrao Chavan Maharashtra Open University

## LANGUAGES

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<b>English</b> Level: C2	<b>German</b> Level: A1	<b>Hindi</b> Level: C2
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## WORK EXPERIENCE

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12/2023 – present Mumbai, India	<b>Sr. Customer Service and Pricing</b> , ECU Line Middle East LLC • Managing Sea - LCL division of SME clients and Freight Forwarders and handling Nomination shipments for major tradelanes worldwide. • Maintaining constant communication with our clients to guarantee the best possible customer service is offered following their needs and preferences. • Closely collaborating with the internal team to ensure that time-sensitive activities such as transportation and customs clearance facilities are arranged as per given timeline to verify shipment onboarding as per planning.
04/2023 – 10/2023 Mumbai, India	<b>Sr. Customer Service and Pricing</b> , Cargosol Logistics Limited • Handled FCL division of corporate clients providing all-in-one solutions like transportation, warehousing, customs clearance and end-to-end shipment coordination. • Maintaining sound relations with Shipping Lines and NVOCC to receive support on ocean freight pricing to win long-term RFQ business of our customers.

- Continuos coordination with our customers and clients to secure upcoming new business, taking projections per their needs and requirements, assisting with appropriate solutions, and resolving their export or import shipment challenges.
- 04/2022 – 03/2023  
Mumbai, India
- Supplier Relations Manager - CS & Pricing, Shipsy**
- Developing of EXIM marketplace platform and providing suppliers with a variety of modules by digitizing shipment execution and other operations.
  - Maintaining strong relations with shipping lines and NVOCC to get long-term support and negotiation for best filing rates.
  - Thorough monitoring of the documentation filings, checklist, Bill of Lading, invoicing and payments to release the BL on time.
  - Handling the escalation and offering solutions in a proper and timely manner to preserve the reputation of the brand and the customers faith in the company.
- 06/2021 – 03/2022  
Mumbai, India
- Sr. Business Development Manager, Unacademy**
- Identifying and generating revenue by engaging with prospects and securing sales of all products in a portfolio, monitoring CRM databases with newly generated leads and timely follow-up with customers for the closure of deals.
  - Cross-selling of high ARPU products to meet and achieve organization goals.
- 08/2017 – 08/2018  
Mumbai, India
- Deputy Manager, HDFC Bank Ltd.**
- Developed and grown retail consumer durable finance distribution in Retail channels. Acquisition of new clients to expand business, maintaining strong relations with new and existing clients to ensure getting of recurring business.
  - Achieved and maintained 45-55% of finance distribution in stores by formulating fruitful business strategies for long-term success.
- 05/2016 – 06/2017  
Mumbai, India
- Team Leader, Panasonic India Pvt. Ltd. (Payroll: Multiplier - DDB Mudra Group)**
- Monitoring warehouse activities, and keeping track of inventory availability.
  - Arranging transportation and coordination with the logistics warehouse team to ensure timely dispatch of products and delivery to the customers.
  - Ensuring compliance with regulations is being followed at the warehouse by the team.
  - Achieved 35% of counter share in retail stores by handling the largest team size of 70+ members and recognized as the highest profitable business every quarter.
- 05/2014 – 05/2016  
Mumbai, India
- Apple iPro, Apple India Pvt. Ltd. (Payroll: Manpower Group Services India Pvt. Ltd.)**
- Managed day-to-day store operations, maintaining good customer relations by assisting customers, analysis of physical inventories and coordination with logistics and warehouse team for timely delivery of shipments.
  - Liaising and communicating effectively with the vendors and suppliers to replenish the availability of inventories at the warehouse.
  - Negotiate with potential business partners to offer more competitive prices.