



DHEEP JERRY DSOUZA

302, Peter Plaza, Jaywant Sawant Road, Near Right Choice
Restaurant, Opposite Dahisar Station West, Mumbai 400068
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Personal Details

- Date of Birth : 03/10/1994

Objective

To build a rewarding career in the freight forwarding and logistics industry by applying my knowledge of supply chain processes and commitment to timely and cost-effective delivery solutions. I seek to join a dynamic organization where I can grow professionally and contribute to seamless international and domestic logistics operations.

Experience

- **Shree Balaji shipping and projects Pvt. Ltd** July 2024 - Present
Customer service executive
1)Arranging transportation and tracking shipments to ensure they reach their destination.
2)Preparing and checking documentation such as bills of lading, invoices and packing list,to ensure accuracy.
3) Co-ordinating with CHA agents to facilitate the smooth passage of goods through customs checks.
4)Handling customers inquiries and resolving any issues or delays that may arise during shipments.
5)Keeping accurate records of all transactions, including costs,delivery times and transport arrangements.
- **Axis Bank** September 2023 - July 2024
Branch relationship officer
Responsible for executing and overseeing day-to-day banking activities,including transaction processing,account maintenance and customer service.
- **ICICI Prudential Life Insurance** August 2021 - November 2021
Sales -Trainee
Selling customers various life insurance products like term plans, ULIP, retirement plans,etc.
- **Indigo Airlines** February 2017 - August 2017
Customer service officer
Checking in passengers at the check in counters and assisting at boarding gates
- **GVK MIAL** May 2016 - February 2017
Passenger service executive
Assisting passenger with queries regarding airport services and providing directions towards boarding gates, assisting passengers with wifi vouchers, coordinating with airline staff to assist passenger needing help.

Education

- **ICFAI Business School - Mumbai** 2021
PG in Management studies
7.31
- **St. Andrews College** 2016
Certified Course in Hospitality Studies
1st Class
- **St. Andrew's college** 2015
Bachelor of Management Studies
54
- **Prof. Ramnath Pandey Junior College** 2012
HSC
49.5
- **St. Blaise High School** 2010
SSC
85.45

Skills

- Linguistic proficiency: Fluent in English and Hindi
- Proficiency in Microsoft excel, including data analysis, pivot tables, VLOOKUP, chart creation and advanced formulas for efficient reporting and automation.

Additional Certification

- I'm currently pursuing advance certificate in logistics and supply chain. (Planning to appear for the IMC exam in Nov-Dec' 2025)