

# CHANCHAL.R

## SHIPPING & SUPPLY CHAIN MANAGEMENT

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### PROFESSIONAL SUMMARY

Results-driven Logistics and Supply Chain professional with 2+ years of experience in freight forwarding, customs clearance, and multimodal transport. Proven ability to streamline shipping operations, ensure compliance, and handle Class 8 DG cargo. Skilled in documentation, global coordination, and leveraging tools like Excel, Power BI, and Tableau for data-driven decisions. Recognized for clear communication and a solution-focused mindset in fast-paced environments.

### PROFESSIONAL SKILLS

MICROSOFT EXCEL

MICROSOFT POWER BI

SQL

POWER AUTOMATION

TABLEAU

OPERATIONAL LEADERSHIP

DEADLINE MANAGEMENT

SOLUTION-ORIENTED

COLLABORATIVE SPIRIT

### WORK EXPERIENCE

MANAGEMENT TRAINEE | DIMERCO EXPRESS GROUP - BANGALORE, INDIA ( Feb'2025 - Present )

- Directed air import and export operations, ensuring 100% compliance and achieving timely deliveries with a 95% on-time rate.
- Coordinated ocean import for both LCL and FCL shipments, optimizing logistics and reducing transit times by 15%
- Executed customs clearance procedures, processing over 85 shipments per month with a 96% accuracy rate in documentation and regulatory compliance.

INTERNSHIP TRAINEE | JK LOGISTICS Pvt.Ltd - CHENNAI,INDIA ( May'2024 - Sept'2024 )

- Directed customs clearance for over 60 shipments monthly, ensuring compliance and reducing delays by 15%.
- Developed and reviewed shipping documentation (checklists and ex-bond), ensuring 100% timely submission
- Strengthened client relationships by providing timely updates and resolving shipment-related issues, increasing customer satisfaction by 10%.
- Coordinated with the operations team to track shipments, resulting in a 12% improvement in on-time delivery

MANAGEMENT TRAINEE | PHEONIX LOGISTICS Pvt Ltd - CHENNAI,INDIA ( Jan'2023 - April'2023 )

- Monitored shipment progress and communicated updates to clients, improving customer satisfaction by 30%
- Supported invoice tracking with accounts team, improving payment cycle times by 7% through prompt follow-ups.
- Collaborated with Vendor to ensure the timely & secure delivery of goods, achieving a 85% on-time delivery rate.

INTERNSHIP TRAINEE | JMJ INTERNATIONAL FREIGHT FORWARDERS ( May'2023 - Dec'2023 )

- Directed domestic cargo movements, ensuring timely and efficient scheduling and reducing transit delays by 16%.
- Coordinated with clients and vendors to provide accurate quotations and handled all follow-up communications, improving response time by 25%.
- Supported the customer service team in addressing shipment inquiries and resolving issues, improving client satisfaction by 8%.

MANAGEMENT TRAINEE | ISMAIL GHEEWALA LLC - DUBAI, UAE ( Jan'2023 - April'2023 )

- Coordinated inbound and outbound goods logistics, ensuring accurate stock updates and efficient storage of customer-ordered cargo until delivery.
- Managed invoices and packing lists, ensuring 100% accuracy in documentation for smooth delivery
- Organized transportation arrangements for inbound and outbound goods, achieving a 90% on-time delivery rate
- Communicated with clients to resolve shipment issues & provide timely updates, improving client satisfaction by 8%.

INTERNSHIP TRAINEE | GLS SHIPPING Pvt Ltd - CHENNAI,DUBAI ( Jan'2023 - April'2023 )

- Coordinated Class 8 Dangerous Goods (DG) documentation and compliance, ensuring safe handling.
- Managed customer inquiries and support, providing timely updates on shipment status and resolving issues, improving client satisfaction by 50%.
- Arranged vessel and container bookings, ensuring on-time deliveries and reducing booking errors by 4%.

## EDUCATION QUALIFICATION

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MBA IN SHIPPING AND LOGISTICS MANAGEMENT  
**ALAGAPPA UNIVERSITY**

( 2023-2025 )

B.COM IN LOGISTICS AND SHIPPING MANAGEMENT  
**ALAGAPPA UNIVERSITY**

( 2020-2023 )

## CERTIFICATIONS

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PROJECT MANAGEMENT PROFESSIONAL

SUPPLY CHAIN MANAGEMENT

MICROSOFT EXCEL

MICROSOFT POWER BI

TABLEAU

SQL

## TCS CERTIFICATIONS

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BASICS OF OPERATION PROCUREMENT IN SUPPLY CHAIN MANAGEMENT

BASICS OF LOGISTICS, FLEET AND WAREHOUSE MANAGEMENT

INTRODUCTION TO SUPPLY CHAIN PLANNING AND SCHEDULING

BASICS OF SALES ORDER MANAGEMENT IN SUPPLY CHAIN MANAGEMENT

BASICS OF INVENTORY MANAGEMENT

## MANAGERIAL SKILLS

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LEADERSHIP

TIME MANAGEMENT

PROBLEM SOLVING

COMMUNICATION

DECISION MAKING

NEGOTIATING

MULTI TASKING

ADAPTABILITY

## LANGUAGE KNOWN

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ENGLISH | HINDI | TAMIL | MARWARI

## ACADEMIC PROJECTS

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- IMPORT AND EXPORT PROCEDURE IN UNITED ARAB EMIRATES
- PROJECT CARGO LOGISTICS: STRATEGIES FOR EFFICIENT TRANSPORTATION OF OVERSIZED AND HEAVY CARGO

## REFERENCE

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