



PRACHI SHAH

LOGISTICS & SCM GRADUATE

CONTACT

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Visa Status: Spouse Visa.

EDUCATION

Post Graduate Diploma in Logistics & Supply Chain Management | Jun 2025
Garware Institute of Career Education & Development – University of Mumbai.

Bachelor of Management Studies (BMS) | Apr 2021
Prahlad Rai Dalmia College, University of Mumbai

SKILLS

- Communication and team Collaboration
- Order Processing and Accuracy
- Customer Relationship Management (CRM/ERP)

CERTIFICATION

- Digital Documentation in CANOPUS Customs Clearance Management
- Commercial Shipping: Ship Brokering &

PROFESSIONAL OVERVIEW

Logistics & Supply Chain Management Postgraduate with expertise in documentation, client communication, and operational coordination. Skilled in ERP/CRM systems, order processing and supply chain optimization. Strong experience across banking, customer service, and trading operations, with transferable skills in logistics documentation, vendor coordination, and client onboarding. Currently based in Dubai with immediate availability. Multilingual (English, Hindi, Gujarati) with proven ability to adapt in multicultural environments. Seeking to contribute to the UAE logistics and supply chain sector.

WORK EXPERIENCE

IDFC First Bank – Mumbai, India

- Sales Executive* Jun 2023 – Jun 2024
- Handled 100+ customer interactions daily, advising clients on loan eligibility and documentation.
 - Maintained accurate data entry and reporting using CRM tools, ensuring timely loan disbursements.
 - Coordinated with credit and operations teams to streamline approval processes.

Tech Mahindra – Mumbai, India

- Customer Support Associate* Jun 2022 – Dec 2022
- Resolved customer queries related to trading and Demat accounts within set TAT.
 - Coordinated backend updates with technical teams to maintain smooth service operations.
 - Assisted in account activations, closures, and escalations, ensuring customer satisfaction.

Teleperformance – Mumbai, India

- Customer Service Associate* Oct 2021 – Apr 2022
- Managed high-volume inbound calls from dealers and sales managers for paint orders.
 - Processed product orders with 100% accuracy, contributing to smooth supply chain flow.
 - Achieved daily order targets while ensuring error-free documentation.