

Imtiyaz Shaikh

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I am a versatile result orientated professional with more than 16 years of cross-functional experience in Customer service, Operations, Pricing, Procurement and Selling logistics solutions like Containers, Ocean, Custom clearance, Transportation, etc.

I am an innovative, hands-on trouble-shooter who can rapidly identify customer problems and implement corrective actions in challenging and demanding environments.

Areas of Expertise

- | | |
|--|-------------------------------------|
| ★ Exceptional Client Relationship Management | ★ Excellent Influencing Skills |
| ★ Supply Chain Management | ★ Inventory Management |
| ★ Organisational Skills | ★ Negotiation Skills |
| ★ Expert Attention to Details | ★ Vendor Management |
| ★ Target / Objective Oriented | ★ Training, Development & Mentoring |
| ★ Quality Control & Assurance | ★ Project Handling |
| ★ Excellent Data-Entry Management | ★ Team Performance Management |

Educational Details

Bachelor's Degree in Science (Mathematics)

April 2007

Ramniranjan Jhunjhunwala College of Science and Commerce (Mumbai University)

Computer Competencies

- Computer Courses – MS Office – MS Word, MS Excel, MS PowerPoint, Internet
- Proficient in Excel and VBA macros.
- Programming in C and 35 wpm typing speed
- Having strong understanding and practical on application of Global systems, products, and business units. (i.e., SAP, Sales Force, GCSS, WCRS, CODS, MEPC, GSIS, SCV, Business Objects, AFLS, MDWS, RKEM etc.).
- Efficiently worked on passenger reservations system such as Amadeus and Nomad.

Significant Achievements

- Received 16 Awards and Recognition in span of 8 years for quality performance in Maersk group.
- Six Sigma White belt certified – February 2014
- Set up the entire Collections and Dunning process for the first time in Container Sales team which helped reducing the overall outstanding of container sales from approx. 12 million USD to 3 million USD.

Career Snapshots

1. SuperProcure (Truckhall Pvt. Ltd.)

February 2022 – Present

Designation – Enterprise Sales Manager

Job Description:

- Manage team of sales development representatives and handle pipeline of opportunities in Pipedrive by identifying and qualifying relevant clients
- Manage organizations across multiple business markets
- Interface and negotiate with prospective client CxO levels
- Provide a complete logistic solution for customers
- Provide leadership and vision for industries, developing long range sales plans
- Create an ROI value proposition license product vs. SaaS/subscription base alternative
- Focus on consulting digital transformation around logistics
- Identify areas for growth in existing territory relationships and drive new growth through meticulous planning

Achievements:

- Go To Employee of the Quarter – July 2022
- Closed and onboarded below accounts (Partial list)
 - ☐ Afcons Infrastructure
 - ☐ Tata Autocomp Ltd.
 - ☐ Hygienic Research Institute Pvt. Ltd.
 - ☐ GS Caltex India Pvt. Ltd.
 - ☐ Waaree Energies Ltd.
 - ☐ Atul Ltd.
 - ☐ Jain Irrigation
 - ☐ Supreme Industries
 - ☐ Finolex Cables

2. Yusen Logistics (India) Pvt. Ltd.

April 2021 – November 2021

Designation – Deputy Manager (Sales Co-ordinator)

Job Description:

- Managing all Healthcare vertical customers (**Sun Pharma, Glenmark, Cipla, Etc.**) from West region; pursue and secure business in line with the corporate and regional objectives
- Procuring and negotiating rates from different Carriers, NVOCC, Airlines and Transport Vendors, accordingly quoting to customers for their Ocean and Air enquiries
- Participating in online biddings and co-ordinate with customer on scope of work and execution of shipment
- Co-ordinate with operations and account department for timely execution of shipments and invoices
- Following up with customers on timely payment of invoices
- Preparing weekly dashboard on shipments won, lost and revenue generated

3. A P Moller Maersk

Oct 2012 – Dec 2020

Career Growth:

Process Expert (One Team Customer Service)

Oct 2012 – Oct 2014

Specialist (One Team Customer Service)

Nov 2014 – Dec 2015

Senior Specialist (Container Sales Service Delivery)

Jan 2016 – May 2019

Sales Account Manager (Corporate Sales)

Jun 2019 – Dec 2020

Job Description:

Corporate Sales team (Designation – Sales Account Manager):

- Pro-actively meet (potential) customers to obtain/maintain business, preparing quotes and creating new accounts.
- Explore the market and search for new leads and customers via multiple channels (i.e., online, phone calls, etc.)
- Managing assigned customers and budget base; pursue and secure business in line with the corporate and regional objectives.
- Selling integrated logistics solutions such as Ocean freight, Custom Clearance, Transportation, 3PL, Booking Agent, Etc.
- Developing customer value propositions for all appropriate business opportunities.
- Striving for consultative sales to distinguish market presence by effectively probing and identifying needs and suggesting solutions to help customers.
- Building a good understanding of target customers and the assigned account base (contact, commodities, trade lanes, type of business, contract information including exceptions and service requirements).
- Building understanding of all service offerings to be able to offer integrated solutions.
- Communicating significant trends, rate changes and policies to assigned accounts.
- Researching and understanding the territory to identify and establish business contacts with potential customers.
- Researching and analysing competitive and industry trends (e.g., analysing sales statistics, preparing reports, studying literature regarding new and existing services and monitor sales, prices, and services of competitors); recommend appropriate measures.
- Ensuring Customer Relationship Management tools (Salesforce.com and others) are updated on time and with high quality data
- Proficient in acting as single point contact to address customers' information needs as well as effectively handle work under tremendous pressure along with meeting deadlines with ease and efficiency.

Container Sales Service Delivery team (Senior Specialist):

- Exploring Indian market for container sales and reaching out to different customers (Scrap dealers, Traders, Re-exporters, Modifiers, etc.) on understanding their requirement and quantity and accordingly negotiate on price.
- After sales, assist customers to get CMC copy, NOC copy, Bond cancellation and Domestication process. Also helping customers to complete custom formalities through nominated CHA.
- Providing one stop solution to customers and focal for sales managers.
- Process owner for end-to-end containers sales operations.

- Preparing and updating SOPs for all the activities involved in container sales process.
- Managing the Collections and Dunning Process by following up with customers for payment and accordingly clearing the transaction in SAP once payment is received.
- Liaising with Banking Team/ Finance team/ Sales Manager's if payment not received on time or for any other issues or discrepancies to ensure closure of invoices.
- Reducing invoicing and collection lead time.
- Maintaining effective working relationships with all internal and external stakeholders.
- Identifying waste that lies in the processes and work towards removing those by implementing automations or leaner processes.
- Analysing service delivery issues and take corrective action to avoid reoccurrence.
- In depth knowledge of SAP ERP and SAP BW to perform number of transactions such as Invoicing, Credit notes, Clearing, etc.

One Team Customer Service team (Specialist):

- Conduct email audit. Maintain high level of data quality always and ensure the customers are serviced in a professional manner. Ensure that they are provided with high level of service to customer.
- Replying to customer's mails regarding export queries and bookings.
- Analysis on different projects such as Customer Effort Reduction, First Call Resolution and Simplification.
- Drive for process improvement through detailed analysis.
- Communicating with sales department and stakeholders on process improvement and standardization.
- Weekly call with stakeholders to strategize process improvement and implementation.
- Preparing reports for vessels.
- Doing documentation task and issuing Bill of lading to customer for custom checks.
- Responsible for handling demurrage and detention issues and waiver request.

Achievements:

- **Titans of the year - 2018**
- **Going Extra Mile Award – Aug' 2018**
- **Star of the Quarter – Apr' 2018**
- **Star Performer of the year – 2017**
- **Going Extra Mile Award – Nov 2017**
- **Care Excellence Star - October 2016**
- **Care Excellence Star – February 2016**
- **Champ of the Month - January 2016**
- **Best Story of The Site Award - December 2015**
- **Care Excellence Star – November 2015**
- **Champ of the Month - November 2015**
- **Going Extra Mile Award – Oct 2015**
- **Going Extra Mile Award – May 2015**
- **Care Excellence Star – March 2015**
- **Going Extra Mile Award – October 2014**
- **Customer Care Champ Certification – 2014**

○ Six Sigma White belt certified – February 2014

4. WNS Global Servies Pvt. Ltd.

Jan 2010 – Sep 2012

(International - Back Office of British Airways Customer Relations)

Career Growth:

Trainee Customer Service Associate

Jan 2010 – Jan 2011

Senior Customer Service Associate

Feb 2011 – Sep 2012

Job Description:

- Analysed British Airways passenger's complaints, finding a suitable solution to their problems and queries in an efficient and friendly manner to retain British Airways loyalty as per ISO Standards.
- Have replied to British Airways Executive Club members (Frequent Flyers) who are their top priority customers.
- Handled passengers lost and damaged baggage complaints. Well versed with creating World Tracer reports for damaged (DPR) and delayed/lost (AHL) baggage queries and updating the same.
- Have trained staff on different work processes and conducted updates for the team.
- Proficiently performed Quality Checks for the team, giving suitable feedback to the staff and reporting to the Quality Manager.
- Conducted refreshers for the team to build process gap and improve team's quality.
- Processed training imparts to new staff on Product Knowledge.

Achievements:

- Staff of the quarter award – March 2012
- Customer care award – June 2011
- Staff of the quarter award – September 2011
- Appreciation Award from Client – April 2010

5. Wipro Spectramind

June 2007 – Jan 2010

(International Customer Contact Centre for American Express credit card Company, U S A)

Designation - Customer Service Associate

Job Description:

- Assists in the financial analysis, credit underwriting and approval process.
- Identifies cross sell opportunities, prepares credit approval packages, annual reviews, renewals of credit, client credit proposals and coordination of document preparation and closings.
- In collaboration with the Client Advisor, or Credit Advisor, may act as an additional contact to the client.
- Coordinates credit and loan portfolio administration support such as monitoring past dues, document exceptions, collateral value monitoring, and covenant compliance.

Personal Details:

Date of Birth : 13th December 1985
Nationality : Indian
Location : Mumbai