

ADARSH DAS, MICS

Assistant Manager (Charter Party Specialist) POC - CP Desk operation



Summary

A Client oriented professional with over 7+ years of experience in handling Charter Party, Operations Management and Process Management. Adept in reviewing and drafting all kinds of Dry and Tanker Charter Parties. Focused on driving employee performance, achieving team goals and delivering project completion consistently on-time.

Handling the independent cloud based collaboration tools such as Sea Contract, SmartCon, MarDocs for Charter Party generation and handling.

He has carefully carved his niche to provide excellence and to accomplish the mission of the organization. He is a result oriented person who has led the departments to perform efficiently and profitably, to increase customer satisfaction, loyalty and retention and to meet their expectations.

Work Experience

MARCURA (Remote) | Assistant Manager (Charter Party Specialist), POC - CP Desk operation.

September 2021 – Present

Responsibilities

- Accountable for performing the services of CP-Audit & CP Draw to successfully deliver the service to the customers and with the aim of achieving monthly targets by following guidelines and customer-specific instructions.
- SME for CP-Desk and responsible for taking part in ISO internal and external Audits of the company.
- Oversee daily operations by formulating strategic & operational objectives to deliver according to customer-agreed timelines.
- Managing a team of 25 reportees working remotely, reviewing the performances & appraisals, Setting KPI(s), conducting frequent meetings with team members, and coordinating with multinational colleagues across time zones.
- Responsible for interviewing the new hires for the team and assisting with recruitment.
- Accountable for reviewing the reports prepared by the Team Leaders based on the methodology as part of the training program for the role for future advancement.
- Set monthly targets and ensure targeted volumes are achieved.
- Support other cross-functional teams.
- Design & implement processes. Monitor & re-engineer to plug gaps.
- Prepare and Document SOPs for training & compliance purposes.
- Training the team in managing the quality, integrity and validity of transcribed data and advising data engineers on data quality issues.
- Facilitate seamless data flow across group platforms.
- Proposing and preparing write ups for future development to the development team in order to boost the team's efficiency.
- Periodically submitting reporting to customers and following up on the outstanding receivables.
- Liaising with the sales and marketing team to qualify leads.

MARCURA, Dubai, UAE | Team Lead (CP-Desk and MarDocs)

August 2018 – August 2021

Responsibilities:

- Spearheaded the operational planning and responsible for handling the team in Dubai and Mumbai.

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Skills Portfolio

Signature Skills

- Operations Management
- Process Management
- Customer On-boarding
- Relationship Management
- Data Refining
- HR Management
- CX Management

Functional Skills

- Post fixture Management
- Business Development & Operations
- Workflow Management
- Quality control
- Training & Development

Technical Skills

- MS Office Suite
- MarDocs
- SmartCon
- SeaContract
- Request Tracker

Personal Attributes

- Time management
- Client Relationship
- Team Building
- Leadership
- Problem Solving
- Communication

Achievements

- Secured 1st Rank in Middle East for Dry Cargo Chartering for the ICS academic year, 2018
- Secured 1st Rank in Middle East for Port and Terminal Management for the ICS academic year, 2019
- I was one of the 80 meritorious students from the Calicut district who were accepted into the famous Jawahar Navodaya Vidyalaya, a central government school, after passing the JNVST common entrance exam.

- Led a team of 20 members whilst providing exceptional customer service by initiating timely response to emails, voicemails and written correspondence.
- Responsible for the final reviewing of the Charter Parties and explaining the logical findings to counterparts and finalizing the C/Ps on behalf of customers.
- Experienced in reviewing and drafting more than 75 types of Charter Parties helped me in finding buried errors / contradictions within the recaps which helps our principals to timely correct it before the voyage even commences.
- Served as a SME for CP-Desk.
- MarDocs – Handles the independent cloud based collaboration tool for Charter Party generation.
- CX Management – Monitor all the emails, Chats and phone calls and guide the team to resolve the issues.
- Undertaking inhouse training and assessment and mentored team members to promote productivity, accuracy and commitment to friendly service.
- An active member of UNGC and coordinator of Environment Team for the entire companyCompany : MARCURA, Dubai, UAE August 2015 – August 2018

MARCURA, Dubai, UAE \ Senior Executive

August 2015 – August 2018

- Audited and drafted all types of Charter Parties including Dry, Tanker Time and Voyage C/Ps
- Handled all kinds of administrative tasks

Education

Institute of Chartered Shipbrokers - **Completed Professional Qualifying Examinations (PQE)** (2017-2019) and became a member of Institute of Chartered Shipbrokers (MICS) UK.

Narottam Morarjee Institute of Shipping, Mumbai - Currently pursuing. **Post Graduate Diploma In Shipping Management & Logistics** (PGDSM&L) – Distance Learning

Academy of Maritime Education and Training University, **BBM (Shipping)** (2012-2015) , Chennai, India. C.G.P.A – 8.39

Jawahar Navodaya Vidyalaya Calicut, India - Class VI To XII

Certifications

Certified from MSME Development institute, Chennai, Government of India for undergoing **training in shipping and logistics**

Personal Details

- **DOB:** 9th August 1993
- **Nationality:** India
- **Marital Status:** Single
- **Passport:** N0038805
- **Driving license:** India and UAE