

Prakash Chellappan

Dedicated Logistics Analyst with extensive customer service experience. Adept at streamlining operations and resolving challenges in logistics networks and supply chains. Proven track record in providing exceptional customer support over eleven years. Strong leadership, collaboration, and problem-solving skills ensure operational efficiency and client satisfaction.

Work History

Logistics Analyst (March 2023 – January 2024) -(11 months):

Ford Motor Private Limited

- Monitored supply chain movements for timely delivery of containers and trucks.
- Conducted document verification for customs clearance.
- Forecasted container delivery and unloading plans to avoid additional charges.
- Followed up with carriers to ensure adherence to contract terms and secure optimal delivery modes.
- Analyzed carrier rates and negotiated changes.
- Implemented prompt solutions for last-minute changes to prevent loss of delivery slots.
- Proactively coordinated with carriers to adjust container arrivals in response to transit issues and demand fluctuations.
- Published weekly reports in Power BI, providing insights on delivery metrics, additional charges, rates, and compliance to management.
- Coordinated with suppliers to address shipment damages and quality issues.
- Facilitated meetings with suppliers and carriers to optimize operational efficiency.
- Created manifests and addressed discrepancy reports.

Senior Support Analyst (June 2022 – February 2023) -(8 months)

Information Dynamics India Pvt Ltd.,

- Analyzed customer needs and drafted Business Requirement Specification (BRS) documents.
- Collaborated with development team to create customized programs.
- Conducted testing on new programs and delivered them to customers.
- Addressed end-to-end shipping program inquiries and issues for customers.



Personal Information

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Education

Bachelor of Commerce (B. Com)

Madras University,
Chennai

2006 - 2009

MBA: Logistics and Shipping Management

VELS University, Chennai

2009 – 2011

Customer Service Specialist (June 2018 – June 2022) -(4 years):

MAERSK Global Service Centre Ltd., Chennai, India.

- Managed vessel loading operations in Africa-Tanzania, overseeing load lists.
- Conducted pre and post reconciliation for Tanzania and Djibouti to ensure smooth operations.
- Provided daily container movement updates to the operations team.
- Addressed end-to-end customer queries regarding booking, shipping instructions, invoices, and disputes.
- Upheld customer satisfaction through proactive strategies and issue resolution.
- Assigned tasks to team members and maintained service level agreements.
- Handled reports and record-keeping for the East Africa region.

Customer Service Specialist (June 2011- January 2017) -(5.5 Years):

MAERSK Global Service Centre Ltd., Chennai, India.

- Maintained reports for US and Canada regions, monitoring proactive care.
- Analyzed and implemented workflow improvements and email audits for better First Contact Resolution (FCR).
- Contributed ideas and resources to enhance proactive care performance.
- Addressed customer and front office escalations, maintaining positive client relationships.
- Managed both electronic and manual bookings, handling end-to-end shipping queries.

Additional Information

- Date of Birth: 15.08.1987
- Gender: Male
- Marital Status: Married
- Languages: English, Tamil
- Hobbies: Browsing Web, Watching Movies
- Passport Number: V5079629

Skills

Customer Service

*Supply Chain
Optimization*

Logistics Management

Microsoft Power BI

*Cross-Functional
Collaboration*

Cost-saving initiatives

Analytical processes

Fast learner

Accomplishments

Promoted to Specialist after only 12 months of employment (Double promotion).

Certified in Care Pro Championship.

Three-time Customer experience award winner.

Best Situation Handler award recipient.

Five-time Top performer of the Month.

Four-time "Going Extra Mile Award" recipient.