



PROFILE

"Dedicated and enthusiastic customer service professional with 7 years of experience in delivering exceptional service and support. Seeking to leverage strong communication and problem-solving skills to contribute Customer Service Role. Committed to enhancing customer satisfaction and fostering positive relationships."

CONTACT

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Place: Karama Dubai

LINKEDIN:

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Software Knowledge:

MS Word, Excel, Outlook, PowerPoint
Skilled in Power Point Presentation and good file management

Skills and Knowledge:

- Knowledge in international shipping routes
- Awareness about OFAC, Sanction list, restricted goods, blacklisted countries
- Knowledge about NVOCC, Automated and Non-automated HBL creation
- Major shipping ports on Asia, Europe, Africa & America
- Knowledge about container types and movements

Karthikeyan Sathiyamurthy

WORK EXPERIENCE

Maersk Global Service Center India [May 2021– Present] SENIOR PROCESS EXPERT

Handling customer service operations for a key client in US and CANADA act as a key entry point for the country/cluster organization of all the offshored exports and customer service processes in booking creation, booking Amendments and Vessel reconciliation.

- **Booking Creation & Coordination:** Create bookings for Maersk, Hamburg Sud, and Sealand, coordinating with shipping lines and co-loaders for timely shipments.
- **Client Requirement Management:** Address customer needs for booking changes, pricing, and shipment inquiries, updating the database daily.
- **Logistics Management:** Coordinating the movement of goods and materials from suppliers to customers while ensuring cost efficiency and timely delivery.
- **Supply Chain Optimization:** Improving efficiency in the supply chain by analyzing processes and implementing improvements to reduce costs and increase speed.
- **Inventory Management:** Tracking stock levels, forecasting demand, and managing inventory to prevent overstocking or stockouts.
- **Warehouse Operations:** Overseeing warehouse functions such as receiving, storage, and dispatch of goods while ensuring safety and organization
- **Transportation Coordination:** Managing transportation schedules, routes, and carriers to ensure timely and cost-effective delivery.
- **Procurement Coordination:** Collaborating with suppliers to ensure timely procurement of goods and materials in alignment with production or sales needs.
- **Order Fulfillment:** Ensuring that customer orders are processed accurately and dispatched on time.
- **Data Analysis and Reporting:** Using data to track performance, identify trends, and create reports to improve logistics operations.
- **Client Requirement Management:** Address customer needs for booking changes, pricing, and shipment inquiries, updating the database daily.

CMA CGM Shared Service Centre India [Dec 2017–April 2021] *Senior Customer Executive*

Major Clients Managed:

- DHL Worldwide Logistics
- Kuehne + Nagel
- DB Schenker
- CEVA Logistics
- DSV Air and Sea
- Expeditors
- Hellmann Logistics
- Kerry Logistics
- AGS Worldwide Logistics

EDUCATION:

BCA (Bachelor of Computer Application)

From MGR University Chennai in 2017

Additional Information:

Date of Birth: 18.11.1996

Gender: Male

Marital Status: Single

Languages: English, Tamil

Hobbies: Browsing Web, Watching

Movies

Passport No: V0567340

Visa Expiry date: 13 February 2025

- Responsible to handle Import activities and was leading India Import Documentation process.
- Preparing HBL / MBL and thoroughly checking all documents prior releasing originals to avoid any discrepancy / delay
- Main Source in Interaction with Agency people on behalf of SSC. As a lead to the process, on daily basis team huddles will be conducted.
- Major activities handled Scheduling, Audit Report, Custom Clearance, Custom Declaration, Data Cleaning, Charges, Freight Invoice, Vessel Closure and NOA (Ocean Freight)
- IGM filing through various portal like ODEX.
- Responsible for maintaining KPI & SLA for the countries handled.
- Training new users and grooming the buddies as experts in the process.
- Handling Import and Export Documentation in the BCP Situation (Malaysia and US)
- Raising RFI and following up them with partner for incorrect applications.
- Tracking, Handling and Action mails in Business Address.
- Releasing documents to shippers/ agents on time.

Achievements:

Agile Project Implementation & Process Improvement: Led agile projects to reduce pending bookings and improve turnaround time (TAT), resulting in enhanced operational efficiency and customer satisfaction.

Client Relationship & Process Optimization: Automated processes for clients like Dow, Honda, Tesla, and Eastman, ensuring timely responses and improved service delivery.

Career Advancements & Recognition:

- Promoted to Senior Executive within 8 months at CMA CGM.
- Promoted to Senior Process Expert at Maersk.
- Awarded Certified Best Mentor (January 2020).
- Received Extra Mile Award at Maersk (March 2022)
- Recognized as Champ of the Month (October 2024).

Declaration:

"I hereby declare that all the above-mentioned details are true and correct to the best of my knowledge and can be supported by relevant documents."

Karthikeyan Sathiyamurthy