

AKHIL AMBROSE

KERALA - akhilambro8281@gmail.com - +91 - 8281236302

CAREER SYNOPSIS

- *Highly knowledgeable and analytical Documentation Specialist has excellent attention to detail and strong organizational skills. Has good understanding of confidentiality rules and appropriate filing systems. Has a bachelor's degree in commerce and more than four years of Documentation Specialist experience.*
- *Looking for new opportunities to further grow with a challenging position and looking forward to a making a significant contribution in a company that offers a genuine opportunity for progression, dedication and continually upgrade technical skills, and to perform myself as a key role in a team*
- *Excellent communication and people skills with extensive strategic planning capabilities.*
- *Provide customer-focused, well-organized, and able to multitask, responsive facilities support services that are of the highest quality and professionalism. Good proficiency in all MS Office applications.*
- *Proven office and personnel management skills, with equal ability in lead and support roles. Competencies include record keeping, document management, personnel support, and report presentation.*

PROFESSIONAL EXPERIENCE

CMS Info System – Maersk Line India Pvt Ltd - Cochin
Cashier – July 2016 to April 2021

Key Responsibilities as:

1. Customer Service Associate

- *Offering customer support directly, as a shipping line representative.*
- *Resolve the customer query about the payment process/ Invoice clearance/ Documents, related to shipments.*
- *Explain simply and clearly in response to customer questions and check for customer understanding and acceptance*
- *Respond promptly and professionally to incoming customer inquiries in person, by telephone, or by email*
- *Maintain an updated knowledge of the organization's services, and customer service policies*
- *Maintain a daily and weekly report and appraising the same to the Location Customer Service Manager*
- *Document customer interactions when necessary, compiling documents and forwarding information to interested parties*

2. Export-Import Documentation Executive:

- *Checking the documents for all the shipments.*
- *Updating the Import and export shipment documents for releasing container delivery order.*
- *Issuing NOC to Customers for customs clearing.*
- *Releasing the movement form for clearing the container from port.*
- *Checking the payment updates, for all shipments.*
- *Labelling, Sorting and Storing the documents for ease of use.*
- *Prepare an audit report of import & export documentation for vessel shipments and settlements*
- *Print the Bill of Lading as per the customer request.*

3. Cashier cum Account Assistant

1. *Calculate the cost of services.*
2. *Accept payments (DD, Cash, Cheque).*
3. *Submitting the accepted payment to the bank on daily basis.*
4. *Maintaining Payment Register.*
5. *Calculate and return change when required by the payment method.*
6. *Answer customer questions about services.*
7. *Reconcile cash drawers and payment receipts.*

EDUCATION QUALIFICATION

- ***Bachelor of Commerce***
Mahatma Gandhi University,
Kochi, Kerala.
July 2013 to March 2016
- ***Diploma in Computerized Financial Accounting***
Tandem Institute of Computer Technology,
Kochi, Kerala.
September 2013 to May 2014
- ***Higher Secondary (12th Pass) in Commerce***
Marello Campus,
Kochi, Kerala
August 2011 to March 2013

➤ ***Secondary (10th Pass) in Secondary School Leaving Certificate***

Bhagavathi Vilasam High School,

Kochi, Kerala.

March 2010 to March 2011

PROFESSIONAL SKILLS

- *Customer service*
- *Computer skills*
- *Communication skills*
- *Technical Support*
- *MS Office*
- *Outlook*
- *Teams*
- *Google Drive*
- *RKEM/CXED*
- *ODEX*
- *Logstar*
- *Tally*

PERSONAL DETAILS

- *Nationality: Indian*
- *Date of Birth: 19-07-1996*
- *Marital Status: Single*
- *Gender: Male*
- *Passport Details:*
 - *Date of Issue: 28-01-2020*
 - *Date of Expiry: 27-01-2030*
- *Hobbies and personal interests: Travelling, watching comedies clips, gaming.*
- *Language Known: English, Malayalam.*