



Vinnya .c.s

DOB 13/01/1991

Marital Status Married



About Me

An experienced customer care professional seeking opportunity to gain differential experience to sharpen skills and knowledge.

Secure a responsible career opportunity to fully utilize my ability and skills, while making a significant contribution to the success of the company.

A reliable and approachable individual who has superb influential skills and ability to enhance a customer care service. where one the smartest succeed. In addition not only having the ability to see those opportunities that others do not, but also the initiative needed to take advantage of them.

work experience

2014- Cont TLPL INTEGRATED SHIPPING SERVICES PVT LTD
TRANSWORLD GROUP SINGAPORE
SENIOR DOCUMENTATION & CUSTOMER SERVICE PRICING

Quoting rate to customers and updating rate monthly
Filing rate in system (monthwise)MRG and SLOT
Prepare House bill of Lading and Master Bill of Lading
Sending arrival notice to the customer
Releasing import DO to the customer
Mailing pre-alert documents to overseas agent
Follow up shipment status till reaching at destination.
Stock maintaining in system and report sending
Arranging invoice from account dept to customer
Releaseing Export DO to the customer against Kyc,gst,pan
Preparing and maintaining Container permit (CP)
Filing Console IGM
Stock maintaining and report sending
Prepare EAL, T/BL
Handle customer complaints, provide appropriate solutions and alternatives within the time limits
follow up to ensure resolution
Keep records of customer interactions
follow up to ensure resolution process
customer accounts and file documents
Follow communication procedures, guidelines and policies
Preparing IGM/EGM

2013- 2014 International cargo services,w/island,cochin-3
Prepare Commercial invoice and packing list
Prepare draft for Bill of lading
Prepare co
Prepare report of emport and exports
BE filing



Education

2010- 2013 MG University
Bachelor Degree in Commerce (completed)

2008 -2010 T D High School, Mattancherry
Kerala Board of Secondary Examination
Plus Two

2007 -2008 Shri Gujarathi Vidyalaya High School, Mattancherry
Kerala Board of Secondary Examination
Matriculation



Computer knowlegde

Tally

Ms excel/ word

The Fundamental of digital marketing
Digital Garage from Google

Contact Me

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10/1010,chonuparambil(h)
Amaravathy,cochin
682001

Skills

Strong Negotiation Skill
Good Organisation Skill
Managerial Skill
Customer Centric
Interpersonal Skill
Workflow Co-ordination
Good Communication Skill
Team Management Supervision
Expert in MS Office & Windows
Outlook mail & Voice
Liner Preparation
Customer Service in EXIM
Communication, Pleasing
Personality, Emotional
Intelligence, Leadership Quality,
Adaptability and Decision Making
Problem Resolution
Good customer service

Languages

English, Malayalam,Tamil.Hindi

Interest

Reading,watching interviews
Filims,songs

References

Mr. O.V Gangadharan
Branch Manager
TLPL INTEGRATED SHIPPING
SERVICES PVT LTD

Job Description

Name: Vinnya .C.S

Designation: Senior Documentation Executive

Grade: E3

Unit/Department: Documentation/Operation/Customer Service/Pricing

Reports to: (Name & Designation): Branch Head **Reportees:**

Scope of work

To meet the goal, deliverables, timeline, milestones, and report.

Key Result Areas

EXPORTS

1. Releasing Export DO to the customer against Kyc,Gst,Pan
2. Arranging form 13 through Cargo Community or Bharat Trade
3. Preparing House bill of Lading and Master Bill of Lading.
4. Prepare EAL
5. Prepare T/BL
6. Prepare EGM
7. Mailing pre-alert documents to overseas agent
8. Follow up shipment status till reaching at destination.
9. Stock maintaining in system and report sending
10. Arranging invoice from account dept. to customer

IMPORTS

11. Sending arrival notice to the customer
 12. Preparing IGM/IAL
 13. Releasing import DO to the customer against Payment, Kys,Gst,Pan,security deposit
 14. Preparing and maintaining Container permit (CP)
 15. Filing Console IGM
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(FREIGHT FORWARDING)

EXPORTS

1. Arranging Export DO from the shipping line & same send to customer
2. Requesting for form 13 & same send to customer & cha
3. Arranging SI from customer and send to shipping line
4. Arrange invoice from shipping line & and arrange our invoice to party
5. Arrange to collect KYC,GST & PAN from the shipper
6. Arrange VGM and submit to shipping line

IMPORTS

1. Nominating CFS follow up till off load the containers

(CUSTOMER SERVICES/PRICING)

- 1 Filing rates and updates to customers
- 2 Follow up to ensure resolution
- 3 Keep records of customer interactions
- 4 Follow up to ensure resolution process
- 5 customer accounts and file documents
- 6 Follow communication procedures, guidelines and policies
- 7 Handle customer complaints, provide appropriate
- 8 Maintain monthly rate of lines same updates to head.