



# RAHUL RANE

## LOGISTICS

### CONTACT

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📍 Villa No. 7B, Jaffliya, Satwa, Dubai.

### EDUCATION

January 2004

MITTAL COLLEGE OF  
COMMERCE

- Bachelor's of Commerce

### SKILLS

- Time management
- Effective communication
- Relationship development
- Task prioritization
- Customer Relation
- Decision making
- Team Player
- Problem solving

### LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Marathi (Fluent)

### PROFILE

Dynamic leader with extensive experience at DHL Express (India) and Onsitego India Pvt Ltd, adept in enhancing customer relations and team collaboration. Excelled in problem-solving and efficient time management, significantly improving service delivery and operational efficiency. Skilled in MS Office and Oracle, with a proven track record of developing successful team strategies and fostering relationship development.

### WORK EXPERIENCE

#### Onsitego India Pvt Ltd | Mumbai

Team Leader

FEB 2019 - JULY 2024

Summary of Responsibilities:

- Led a team of four in the complete mailing process.
- Analyzed service incidents during shipment transit.
- Provided customers with accurate checkpoint information.
- Coordinated pickups with operations and city heads.
- Managed escalations across departments.
- Issued Airway Bill copies for shipment tracking.
- Arranged pickups upon customer request.
- Followed up on RTO, damage, and lost shipments.
- Identified root causes of service failures and suggested solutions.
- Generated manual AWBs for remote clients.
- Prepared reports (MIS, performance, IVR, productivity).
- Created presentations for potential clients.

#### DHL EXPRESS (INDIA) PVT. LTD | Mumbai

Team Leader

July 2014 - May 2018

Summary of Responsibilities:

- Coordinated inter-departmental processes and implemented new ideas.
- Maintained accurate feedback and claims database.
- Worked with customers' CHAs for delivery orders and clearances.
- Followed up with the N-form team for shipment release.
- Addressed customer needs and handled specific projects.
- Updated customers on import/export duty charges.
- Provided accurate information on export documents and analyzed discrepancies.
- Monitored shipment gaps and communicated updates to customers.
- Supported team members to achieve individual and team targets.

## AWARDS & RECOGNITIONS

- Awarded Best Employee of the Quarter in DHL EXPRESS (INDIA) PVT. LTD - 2018
- Awarded Best Employee of the Year in Onsitego India Pvt Ltd. - 2021

## IT SKILLS

- Well-versed with Microsoft Office - Word, Excel, Powerpoint
- Worked on softwares like - CRM / GEMA
- Handled other softwares like - Clickpost

### DHL EXPRESS (INDIA) PVT. LTD | Mumbai

Supervisor

JAN 2011 - JUNE 2014

#### Summary of Responsibilities:

- Coordinated with operations for shipment pickups in major metro cities.
- Generated AWB copies and arranged customer pickups on request.
- Collaborated with sales to open new customer accounts.
- Contacted customers proactively about duty payments on shipments.
- Filed import/export documents and provided invoices in both formats.
- Arranged bill of entry and billing invoices via email or hardcopy.
- Updated TDD and SII services for specific countries.
- Provided insurance for customer shipments as needed.
- Facilitated fast service for customers requesting TDD products.

### HDFC STANDARD LIFE INSURANCE | Mumbai

Sales Development Manager

May 2009 - Nov 2010

#### Summary of Responsibilities:

- Managed a team of 15, overseeing work allocation, technical queries, and daily reports.
- Conducted floor walks and supervised team activities.
- Executed direct sales calls with corporate and retail clients for investment and insurance products.
- Engaged in financial planning, recommending policies based on human life valuation.
- Performed quarterly market analysis and communicated findings through sales presentations.
- Coordinated with marketing to align with market needs.
- Trained sales team on new product launches.
- Held weekly meetings for process updates and learning.
- Prepared daily target reports and strategic plans.
- Liaised with counterparts for necessary amendments.
- Mentored new and existing team members with process training and market information.

### HSBC BANK | Mumbai

Debt Management Officer

Aug 2006 - May 2009

#### Summary of Responsibilities:

- Achieved monthly targets consistently.
- Assisted customers in resolving queries.
- Called customers regarding outstanding credit card amounts.
- Prepared daily and monthly reports.