



Rengarajan Malapuram Desikan

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Hor Al Anz East Dubai, UAE 125212

Date of Birth: 27, December 1978

Professional Summary

13+years of experience in Logistics, Import Operations, Sales, and Invoice processing Management Overall experience of 20 years adaptable to evolving logistics technology. Proficient in customer support and efficient problem solving, Co-originating clearance and overseas agents from all major Air and sea port for Hyundai Motor Group Companies.

Skills

| | |
|-------------------------|------------------------|
| Customer Service | Freight management |
| Logistics coordination | Transport coordination |
| Customs documentation | Leadership skills |
| Supply chain management | Microsoft Office |
| Customs declarations | Logistical planning |
| Quote management | |

Work History

02/2010 - 11/2023

Import- operations- Door- Door (Sea & Air)

Hyundai Glovis India Pvt Ltd (Hyundai Motor Group), Chennai , India

- Co-ordinated shipments of automobile parts from various country of origin to final destination by both sea and Air for Hyundai Moter group.
- Maintained comprehensive records of all transactions, promoting transparency and accuracy.
- Negotiated beneficial contracts with shipping line, saving costs on imports.
- Streamlined shipping processes to reduce delays and enhance efficiency.
- Assessed supplier performance regularly, ensuring quality standards are met.
- Coordinated transport arrangements to facilitate timely delivery of shipments.
- Helped troubleshoot any logistical issues that arose during transit of goods.
- Managed import and export documentation for timely clearance of goods.
- Resolved conflicts in shipment schedules swiftly, minimising disruptions.
- Oversaw customs brokerage activities for seamless import and export operations.
- Monitored shipments from origin to destination for seamless delivery.
- Improved customer satisfaction by resolving shipping disputes promptly.
- Utilised latest technology tools in managing inventory and tracking shipments.
- Tracked all incoming and outgoing shipments meticulously for proper record-keeping.
- Liaised with customs officials to expedite clearance of goods.
- Contributed significantly towards achieving departmental objectives through active participation in team tasks.
- Collaborated with team members to meet strict shipping deadlines.

- Negotiated contracts with liners and transport providers leading to cost-effective solutions.
- Followed correct customs clearance procedures for exporting and importing goods.
- Arranged and verified insurance for products, setting up correct values and types.
- Handled 300 to 500 containers a month with out any issues and delivered to customer on time
- Successfully handled Break bulk shipment for Hyundai motor Group Companies.
- Coordinated with overseas agents for smooth cargo transfer.
- Assisted in the preparation of bills of lading, resulting in accurate documentation.
- Updated customers regularly on shipment progress to enhance transparency.
- Achieved huge Sales Contract with Samsung India Import Transportation by effective Customer support
- Verifying and registering Customer and Vendor details in the relevant software.

12/2004 - 01/2010

Loan sales executive

lcici Bank pvt ltd., Chennai , India

- Ensured compliance with regulatory standards throughout the entire lending process.
- Negotiated favourable loan conditions with clients, increasing overall sales.
- Streamlined application processes, improving efficiency and client experience.
- Developed successful marketing strategies for new loan products launch.
- Provided high-quality customer service whilst managing client queries and concerns about loans.

Education

Bachelor of Commerce, Commerce, *University of Madras*, Chennai

Certifications

- Certified in Hindi Visharad Poorvad Exam conducted by Dakshin Bharath Hindi Prachar Sabha.

Languages

Tamil Native

English

Advanced

A1

Hindi

Intermediate

A1

Personal Details

- Passport Number: Y7194902
- Father's Name: Mr. S Desikan
- Date of birth: 12/27/78
- Gender: Male
- Nationality: Indian Hindu
- Marital status: Single