

Ms ABC

Address 1

Address 2

Phone number (R), Mobile number

email id

Product Manager in Logistics/ Freight Forwarding Industry, with Operations and Client Management Experience

SUMMARY OF QUALIFICATIONS

Successful national level management executive with proven ability to drive and sustain corporate revenues through competencies in

Product Management and Pricing

Initiating and Managing Relationships with Business Partners and Clients

Financial Management and Control

Strategic Planning and Budgeting

Logistics Operations Management and Negotiation of Contracts

Staff Development, Motivation and Team Building

Proven experience of

- Developing and implementing strategic short and long term plans
- Providing leadership and innovation in operations for business development & expansion
- Consistently broadening the customer and logistics partners base
- Negotiating long term rates with carriers and ensuring fulfillment of contracts
- Senior level relation building, negotiation and presentations

CAREER EXPERIENCE

Company1, New Delhi

April 2005 – Present

Specializing in freight forwarding, it also offers Logistics, Removals, Project Forwarding & Buyer Consolidation and complementary services.

National Manager - Operations, Pricing & Commercial (OCEAN)

- Developing and executing business plans to attain revenue, market share and profitability targets for the Ocean product across the Indian sub-continent.
- Formulating and implementing complete product strategies for price, positioning and growth.
- Designing new products to meet market needs & enhancing the quality of existing products.
- Negotiating alliances and partnerships in India and abroad to enhance the product equity.
- Forecasting the sales in coordination with Regional Operations Managers to effectively utilize the available capacity and maximize returns.
- Initiating and nurturing relationships with carriers, negotiating pricing & credit, expanding the capacity & slots and monitoring contracts.
- Tracking the market intelligence & competition and giving tactical and marketing support to the Customer Service, Sales and Operation teams.
- Managing the operations, ensuring on time order fulfillment and delivery of customer service. Also resolving customer problems by coordinating with relevant departments.
- Developing and implementing standard operating procedures for each account to meet their particular requirements.
- Single point of contact for pricing, Ocean product, operations and servicing for business partners, internal and external customers.

Accomplishments

- Negotiated contracts with USA bound carriers for the first time in the company.
- Defined the MSPs for sales.
- Added several new domestic and MNC accounts through better buy rates, carrier relationships and operations & service quality.
- Made rates and ocean product accessible to all company employees and conducted training for sales, customer service and operations teams.
- Obtained better rates from carriers.

- Created feedback forms and obtained feedback from customers to enhance service & product quality.
- Involved customer service and sales staff in customer meets to foster better understanding of customer requirements.
- Managing the accounts of Orient Craft, Wipro, Sona Koyo, Reliance, Godrej, Onida, Escorts, LG, Oilily and Motherson Sumi among others.

Company 2, New Delhi

February 2004 – March 2005

Leading global freight transportation and supply chain management company offering a complete range of services. It has clients primarily in aerospace, automotive, hi-tech, health care and retail sectors.

Deputy Manager Ocean - Corporate

- Headed the Ocean Pricing for the country.
- Managed and added key accounts and defined the standard operating procedures.
- Coordinated with liners, overseas office and ASPA office to obtain pricing and RFQs for India and resolve operations & service issues.
- Developed and implemented new products and improved product quality to cater to the evolving market.
- Developed and deployed systems to enhance the quality of operations.
- Monitored the quality of data entry to ensure accuracy.

Accomplishments

- Successfully setup the Ocean PO Management system.
- Integrated the data.
- Improved the company's relationship with carriers and obtained better buy rates.
- Made the customer service and operations teams also responsible for key accounts, enabling the sales team to concentrate on generating business and profit.
- Defined the time limit for data entry.
- Managed the accounts of Samsung, Taco, Actaris, Schneider Electric, HP and Pearl Global.

Company 3, New Delhi

September 1998 – January 2004

JV between DHL Air & Ocean and the Lemuir Group, it is a one-stop-shop for supply chain solutions including air and ocean freight, LCL consolidation, and customs clearance. In India it offers air and ocean freight.

Ocean Head – Import & Export, North India

August 2003 - January 2004

Ocean Export-Head, North India

June 2003 - August 2003

- Managed the operations of export and import in North India.
- Supervised the operations, customer service and documentation to deliver quality of customer service.
- Developed and implemented strategies for customer acquisition and retention.
- Negotiated long term contracts with the clients.

All India Coordinator – CPM (PO Management)

December 1999 – June 2003

Customer Service Executive – Exports

September 1998 – December 1999

- Managed the export process and maintained the documentation for both air & sea logistics.
- Coordinated the operations among the clients and internal departments.
- Gave MIS and analytical support to the Country Manager.
- Consolidated buyers & buying houses and defined/ implemented the processes.

Accomplishments

- Setup the Ocean department and developed relationships with leading carriers.
- Trained the Ocean department's staff on the PO Management system.
- Attained all the assigned targets for operations, consolidation, reporting, servicing and customer retention.
- Created a checklist for operations, customer service and documentation teams to enable completion of tasks on time and with minimum errors.
- Transferred the ownership of accounts from sales to customer service and operations enabling the sales team to concentrate on generating more business and hence more profit.
- Solicited feedback from customers to improve the services.

- Accounts managed include Orient Craft, HP, Creative Design, Motherson Sumi, Bed Bath and Beyond, Lillian Vernon, Excell Home Fashions and Millwork Trading.

Company 5, New Delhi

April 1997 – August 1998

This company is an agent for Sealand that was bought over by Mearsk in 1999.

Sales Support Executive –Exports

- Responded to customer queries regarding pricing and shipment status.
- Coordinated with the port for status of vessels and loading/ unloading of containers.
- Important customers managed include Pepsi, Nestle, H & M, Kmart, Target, J C Penney, GAP, Sears and Ikea.

EDUCATION

DELHI UNIVERSITY

- Master of Arts- Economics Honors, 1996
- Bachelor Arts- Economics Honors, Miranda House, 1994

PERSONAL INFORMATION

Date of Birth

September 5, 1973

Strengths

Excellent communication and relationship development skills
Proficiency in using MS Office, the internet and industry specific software
Team management and mentoring ability