

Rakesh Shivnath Barai

India: A-204 ShivShankar Building # 1, Sec. 15, Sanpada New Mumbai; 400705

Mobile # +974 66720463

Email: rakesh_barai@yahoo.com

Career Objective: Seeking a challenging management position with a reputed organization to utilize professional and personal skills.

Professional Experience:

➤ **JSL Global, Doha, Qatar**

Since Oct. 2012

Designation: Asst. Manager – Operations

➤ **Swift Shipping & Freight Logistics, Mumbai**

May 2009 – Aug. 2012

Designation: Asst. Manager – Customer service and operations

Job Role:

- In-charge of Customer Service & Operations Dept.
- Looks after day to day customer service and operation activities of Air freight (Import & Export), Sea freight shipments (Import and Export).
- Negotiating rates with carriers, overseas agents, co-loaders.
- Working on RFQ / Projects / BB inquiries.
- Contributing towards new business in terms of trade lanes being promoted.
- Handling shipments of key clients. Assure to maintain high level of service standards.
- Make a separate report on the various key accounts and target each of them strategically.
- Preparation of S.O.P for key clients.

➤ **Expeditors International of Washington. Dubai, UAE.**

June 2006 – Feb. 2009

Designation: Lead Agent – Key Accounts

Job role:

- Handling key account customers (Bergstorm USA, Taghleef Ind., Eaton Electricals, Victaulic, Motherswork, GAP, OSRAM).
- Co-ordination with shippers, consignees, shipping lines, co-loaders, inter-departments, transporters for execution of shipments.
- Providing detailed information to the clients regarding their cargo. Ensuring systemized functioning as per defined SOP's and KPI's.
- Handling all the process of communication covering shipments regarding queries as customer service. Attending consignee calls and ensures that their problems get resolved in time.
- Sales lead generation and client acquisition for import/export (sea & air).
- Preparation of shipping documents for local and free zone cargo.
- Interact and negotiate with various offices for shipments of various terms.

➤ **CP Ships, Mumbai.**

Oct. 2003 – June 2006

Designation: Customer Service Executive

Job role:

- Coordination with overseas office for booking and documents.
- Updating and auditing B/L in system.
- Tariff and Service contract filing with FMC.
- Doing AMS/ACI for US and CANADA shipments.
- Updating weekly and monthly performance reports.

➤ **IAL Shipping**

Oct. 2002 – Oct. 2003

Designation: Management Trainee

- Worked in various departments (Market research, Documentation, desk operations, CFS operations)

Training programmes:

- "Dangerous Goods Regulation" 12 Sessions of 3 Hrs. each session from NAFL, Dubai. (Trainer : Mr. T.S.Radhakrishnan)
- "Leadership Development Programme" 12 days Trainer: Mr. Malcolm Stevens.

Education:

- **Bachelor of Management Studies.** Passed in April 2002 with 67%, Mumbai University,.
- **Post Graduate Diploma in shipping Management** from Narottam Morarjee institute of Shipping Management. (1 Year)

Skills:

- Good organization and interpersonal skills.
- Well-known with IS tool.
- Good in Stress management.
- Familiar with MS Word, MS Excel, MS Power point, & Internet.

Personal Profile

Date of Birth: 12th February 1978
Nationality: Indian
Languages known: English, Hindi and Marathi.
Gender: Male
Marital Status: Married

Reference

Furnished promptly upon request with supporting documents