

# Mayuri Waghole

## Contact

### Address

Mumbai, MH, 410206

### Phone

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### E-mail

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## Skills

Proactive, driven, self-motivated and results orientated.

Excellent verbal and written communication, facilitation and organisational skills essential.

Strong interpersonal skills that facilitate working in a teamwork environment.

Flexible to adapt to changing demands.

Ready to work according to organizational values:  
Commitment, Innovation, Solidarity and Trust

Knowledgeable and dedicated customer service professional with extensive experience in shipping industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Dedicated professional offering attention to detail and a career driven by client engagement. Looking to help boost a company's success while building long-term relationships.

## Work History

2018-03 -  
Current

### Senior Customer Service Executive

*EMU LINES PVT LTD, NAVI MUMBAI, MAHARASHTRA*

- Responsible for end to end management of clients' international shipping including rate auditing, overseas mediations and troubleshooting customer queries.
- Actively manage booking updates and bill of lading with overseas agents and customers to ensure they are accurately updated to eliminate any potential customs issues.
- Assist customers with questions, complaints, requests, tracking and tracing of their shipments.
- Communicate significant trends, rate changes and policies to assigned account.
- Respond to all sales lead, key correspondence within identified timeline.
- Build a good understanding of target customers and the assigned account base (contact, commodities, trade lanes, type of business, contract information, etc. including exceptions and service requirements).
- Provide personalized service and build relationships with customers, identify current and future customer requirements.
- Promised best prices for sea shipments and maintained accuracy when determining quotes.
- Developed, updated and organized FTS software to handle customer requirements and end to end shipping data.
- Explained online self-help options to customers to

promote additional and after-hours support choices.

- Partnered with operations management, sales, other customer support managers, contracts, finance and accounting staff to add value to the relationship.

2016-03 -  
2018-02

## **Customer Service Executive**

*SYNERGY GLOBAL LOGISTICS, NAVI MUMBAI,  
MAHARASHTRA*

- Supply FCL/LCL rates to customers.
- Arrange cargo bookings with carriers, customers and overseas agents.
- Provide Master / House Bill of Ladings and taking approval from shippers and consignees.
- Partner with carriers and overseas agents to negotiate and obtain lower pricing.
- Qualified new customers through cold calling and sales leads.
- Acted as the primary point of escalation for all client service issues.
- Organize CFS Re-nomination procedure by arranging required documents and bonds.
- Described product and service details to customers to provide information on benefits and advantages.
- Modified and refined offerings and operational practices to meet changing customer requirements.
- Coordinated shipments of product from country of origin to final destination by means of transport.

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## **Education**

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2013-06 -  
2016-09

### **BBA**

*VINAYAKA MISSION UNIVERSITY*

2010-09 -  
2012-12

### **COMMERCIAL PILOT TRAINING**

*FALCON AVIATION ACADEMY - ATLANTA, UNITED STATES  
OF AMERICA*

2008-06 -  
2009-06

### **HSC**

*MAHATMA SCHOOL OF ACADEMICS AND SPORTS*

2006-06 -  
2007-06

### **SSC**

*MAHATMA SCHOOL OF ACADEMICS AND SPORTS*

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## Certifications

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2012-12	COMMERCIAL PILOT LICENSE
2014-09	IATA UFTAA CERTIFITED
2017-04	EXIM EXPORT IMPORT DIPLOMA