

MANJUSHREE S M
Bangalore-562125

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CAREER OBJECTIVES :

Seeking a position that would provide with enough opportunities for my practical and intellectual skills resulting in the growth of the organization and employees alike.

SCHOLASTIC CREDENTIALS:

Courses	Specialization	BOARD/UNIVERSITY And year of passing	Institution	Percentage
BE	Industrial Engineering and Management	VTU , Belagavi(2018)	MVJ college of Engineering, Bengaluru.	76.97 %
PUC	PCMB	Dept. of PU Education, Karnataka(2014)	Krupanidhi PU college, Bengaluru.	81.83%
SSLC		KSEEB , Karnataka (2012)	St. philomena's high school, Sarjapura.	93.76%

Professional summary:

Having 3.9 years of experience as client support executive at NMM logistics solutions pvt ltd

Experience Professional:

Mar 2022-Nov 2025

Company: NMM Logistics solutions pvt ltd

Role: Client Support Executive(E-commerce-Supply Chain)

Key Responsibilities:

- Ensure to meet Management Client's Expectations
- Ensure the TAT is met for each process.
- Ensure to adhere the SLA agreed.
- Ensure no disputes in Pickups,
- Ensure no delay in first mile & Mid-mile connection.
- Ensure 90% OFD on same day (Non-Breach Shipments) and 100% OFD for breached. • Ensure 95% & above conversion on PPD orders and 70 % & above on COD orders,
- Ensure to return the Cancelled / RTO "ed shipments to client within the TAT.
- Closure of escalations / critical escalation & Social Media Escalation within 24 hrs.
- Ensure to keep Client informed about any impact/ delay.

- Ensure soft copy & Hard copy of monthly invoices are sent to client as per agreed SLA
- Ensure monthly reconciliation is done monthly.
- Ensure the accepted claims are settled within the TAT.
- Handling Delivery Support Escalation's.
- Follow up with NDR orders on daily basis
- Spares Management- review of requests, allocation,.
- Tracking of allocated orders and tracking of Order Processing & Delivery Management.
- Coordinating with HO, Suppliers, Warehouse, Customer Service and the end customers for smooth operation and order fulfillment.
- Verifying monthly Billing Reports. - Over all MIS- Daily & Monthly Operational.

Skill and Projects

- Order Delivery/Service Delivery Management for Corporate & Retail Customers across India,
- Order Allocation& Distribution Management for large retail customers across India.
- Responsible for all Operational MIS &Reporting to the Management.
- Excellent Communications and People Management skills,
- Returns- Both sales & Discrepancy and related transactions management.

TECHNICAL & COMPUTER PROFECIENCY:

- MS office
- Basics of C programming
- SAP
- ERP

STRENGTHS:

- Self- confident and self -resistant
- Team workers and possess good communication skills.
- Enthusiastic and a fast learner.
- Passion for excellence and tendency to think and plan carefully.
- Hardworking and committed at work.
- Adaptability & flexibility

PERSONAL PROFILE:

Date of birth: 15 September 1996

Fathers name: S. Mohan Kumar

Gender : Female

Nationality : Indian

Languages

Known : English, Kannada, Telugu and Hindi.

DECLARATION

I hereby declare that the above information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:

Place:

(Manjushree s m)