

**Pratik Jalindar Kale**  
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## SUMMARY

A Bcom Graduate from Mumbai University, having a competitive work experience in Booking and booking amendment.

## OBJECTIVE

I am self-motivated, dynamic and result oriented young professional. I would like to utilize my skills and experience as well as my for work in any process. Moreover, I would like to work with other professionals to improve my skills which will allow me to further contributions in the field of corporate.

## SKILLS

- Handling customer queries. ● Complete weekly target with 98% accuracy, reducing errors.
- Strong customer service skills with a focus on efficiency and professionalism. ● Consistently meet work deadlines and turnaround times (TAT). ● Effectively handle customer queries and resolve escalations promptly. ● Problem solving

● MSCIT ● TALLY

## EXPERIENCE

### Hapag-Lloyd global Pvt. Ltd.

**Customer coordinator service**  
**3.4 year experience**

Booking:

- Customer service for booking Brazil.
- Responsible booking process for dry cargo, reefer cargo, dangerous goods project for brazil.
- Processing HAZ shipments as per IMDG Information.
- Ensuring Updated IMDG information complies with all rules & regulations defined by IMO.
- Following up with the customer for special documents.

Booking Amendment:

- Global booking amendment as my primary country is Brazil.
- As per customer Request doing all changes in the booking.
- Coordinating with the area team for special request of equipment and vessel.
- Resolving customer queries.
- Maintaining productivity, accuracy and TAT.
- Handling cases in CRM (customer relationship management) of booking amendment.
- Process Training & mentoring the new employees.
- Basic knowledge about documentation.

Documentation:

- Customer documentation processes primary country USA.

- Creating Bills of Lading as per the customer's instructions.
- Ensuring that each Bill of Lading complies with all rules, regulations, and country-specific requirements.
- Updating revenue details based on shipping instructions.
- Maintaining productivity, accuracy, and turnaround time (TAT).
- Coordinating with the Area Team and directly with customers.

## ACHIEVEMENTS

RLA CSB Star squad winner & Global booking amendment star squad runner-up.

## EDUCATION

Degree / Course	University / Board	Percentage / CGPA	Year of passing
SSC	State Board Of Scodary and Higher Secondary Education, pune	65.80	2014
HSC	State Board Of Scodary and Higher Secondary Education, pune	52.77	2016
T.Y.Bcom	Mumbai university	5.39	2020

## ADDITIONAL PERSONAL INFO

Address 108, deepak niwas, padwal nagar, wagle estate, thane 400604.

Languages English, marathi, hindi

Marital status Married

Nationality Indian

Religion Hindu Maratha

Gender Male

## HOBBIES

Listening to Music & Learning new things, ridding