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| **Dillish Prabhu Ekambaram**  |

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| Chennai, INDIA |  |
| +91 7010132078 |  |
| dillish88@gmail.com |  |
| www.linkedin.com/in/dillish-prabhu |  |

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A results-driven professional with more than 8 years of experience in the Shipping and IT industries. A flexible team player with a proven ability to think outside the box and effect change using a solution-based mindset.

Committed to quality service and sustains a high level of professionalism & ethics even under extreme pressure while implementing established standards and procedures. Skilled in increasing quality and efficiency through training and process improvements.

**Skills**

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| * Problem Solving
* Teamwork & Collaboration
* Time Management
* Critical Thinking
* Application Support
* Analytical
 | * Customer Service
* Adaptability
* Leadership
* Decision Making
* Project Management
* Ability to work under pressure
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**Work Experience**

**Infosys Middle East, Dubai, UAE Jan 2018 – Feb 2020**

**Support Analyst**

Following the acquisition of APL by CMA CGM, reporting to the Project Manager working on the voyage mapping integration, APL application to CMA.

The PROJECT – APL TRANS CODING completion was a major achievement, and once the project was settled and progressing I also worked alongside the operations team on specific additional responsibilities.

**Key Responsibilities**

* Analyze APL voyage and map to CMA voyage
* Error analysis and mapping of data
* Work closely with respective APL and CMA teams to rectify any interface issues or errors
* Handle daily calls with client to discuss and identify gaps in process and provide solutions
* Provide booking status change guidance whenever requested from CMA CGM agencies
* Handle all split/merge requests from document team for updating
* Follow up on part load shipments to facilitate single/memo B/L’s
* Sailing schedules & client advisories
* Update journey legs for routing changes from POL (T/S changes)
* Handle requests from agencies for revalidation of expired bookings
* Regular follow-up on pending queries and update user
* Provide LARA CARGO access / accounts management to HO cargo flow team

**CMA Systems, Dubai UAE Aug 2013 – Dec 2017**

**Support Agent**

Reported to the Level 1 Manager, working as a single point of contact Support Agent handling enquiries and issues from CMA users around the globe when they had a query or faced any issue in respect of the CMA application.

I was with CMA during the integration of APL and part of a team of four that registered a major achievement in the integration of more than 12,000 users in to the CMA CGM application and SAP.

**Key Responsibilities**

* Support agencies users in understanding the LARA (CMA CGM Application) functionality
* Create vessel/voyage for feeder vessels sailing from respective ports to enable booking issuance
* Act as point of contact to CMA users whenever they had documentation issues
* Coordinate with clients to understand their requirements and provide effective solutions
* Advise customers on status of their requests pending
* Single point of contact for clients and providing guidance support
* Provide high quality solutions to users queries and ensure maximum user satisfaction
* Lara and SAP accounts management for CMA CGM users
* Auditing the solutions provided by the team to improve the quality of service
* Preparing functional specifications for application enhancements
* Working closely with developers, testers and end users to ensure optimum solutions
* Assistance on Application/Infrastructure issues of client (CMA CGM Group)
* Conducting LARA training and LARA cargo sessions for new joiners
* Timely resolution of Incidents, Service requests and SLA compliance

**CMA CGM Shared Service Centre, Chennai, India Jan 2011 – Aug 2013**

**Process Executive**

Reported directly to Regional Ecommerce Manager, responsible for analyzing and approving partner’s business in support of CMA’s handling the business.

From starting with the Asia region the responsibilities crew to include Europe, America and the Canada region, as did my responsibilities that grew to managing the America & Canada region and Supervising and leading a shift a team of five staff, this was a major achievement and an invaluable learning experience.

**Key Responsibilities**

* Quality Check and updating the report handled during the shift to Head office
* Administrating and managing respective geographical zone of partner administration
* Maintain CMA CGM partner’s data maintenance
* Productivity Assessments, ensuring the overall team productivity - both in terms of qualitative and quantitative basis
* Responsible for SLA compliance
* Led the team that supported USA and Canada region
* Responsible for updating senior management on critical issues
* Analyze the business impact on Critical Incidents
* Provide customized solutions to clients globally
* Supporting programmers and developers in upgrading application

**Professional Training & Development**

**Corporate Orientation Training Workshops - Work Senses, Chennai, India**
Training Modules: Understanding Self, Communication Skills, Teamwork, Presentation Skills, Basic Leadership Skills, Thinking Skills, Corporate Etiquette, Business Ethics

**Shape Up with Communication Skills - Layam Management Solutions Pvt. Ltd., Chennai, India**Training Modules: Grammar, Presentation Skills, Public Speaking. Diploma

**Internship in AIKI LOGISTICS – 3 months training**Basic training on export & Import documentation, Monitoring Export documentation activities for releasing error free BL, Monitoring day to day activities of Export & Import Documentation department, To verify and send Performance Report to Principals, To monitor Import documentation activities for filing error free IGM

**Project in TVS Logistics regarding supplier feedback and Hub Management for Ashok Leyland module**HUB management for TVS Logistics, Supply chain management, Time study, Warehouse

**Corporate Orientation Training Workshops,** Shape Up with Communication Skills ITIL Foundation (Infosys Certified) ITIL 2011 Service Desk and Incident Management (Infosys Certified) Inbound Sales (Hub Spot Academy) Friction less Sales (Hub Spot Academy) Accomplishments

**Education & Certification**

**Master’s degree in LOGISTICS & SHIPPING (m.b.a),** VELS University, Chennai, India

**BACHELOR’s degree in COMMERCE (B.COM),** Madras University, Chennai, India

**ITIL 2011 Service Desk and Incident Management -** Dubai, June 2019

**ITIL FOUNDATION -** Dubai, June 2019

**AWS Fundamentals: Going Cloud-Native -** Dubai, Sep 2019

**Personal Information**

Date of Birth: 28th March 1988

Languages: Tamil & English

**References**

Available on request.