



# Tejas Gohel

Customer Service Representative

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Decisive and result-oriented professional with more than 8 years of total experience in marketing, inventory, logistics and supply chain industry. Trained in project and time management with extensive knowledge of [inbound receiving](#), [stock keeping & handling](#), [reverse logistics](#) and [outbound deliveries](#). Exceptionally organized and disciplined, armed with well-developed inter- personal, communication and presentation skills and the ability to motivate and direct others in a supportive and cooperative, cross-functional team environment.

## ACADEMIC CREDENTIALS

1. **PGDM: - Business Administration & HR – Shanti Business School, Ahmedabad, Gujarat.**
2. **B.B.A.: - Balaji College of Arts, commerce & science – Pune, Maharashtra.**
3. **H.S.C.: - Kendriya Vidyalaya No. 1 AFS – Bhuj, Gujarat**

## LEADERSHIP & MANAGEMENT SKILLS

- Excellent Communication and Presentation Skills.
- Demonstrates ownership and accountability.
- Resilient and adaptable.
- Attention to detail and hitting timelines.
- People Management & Management of teams (Team Leader).
- Problem analysis and problem-solving skills.
- Information gathering and monitoring skills.
- Judgment and decision-making ability Confidentiality.
- Strategy & Vision - the capacity to envisage, formulate and implement long term or future objectives.
- Competent and knowledgeable in data analytics, management and reporting.
- Experience in working in an international and fast paced environment.

# IT KNOWLEDGE & SKILLS

- Operating System: Windows Operating System
- Packages : MS-Office (Complete package), Basics of DOS, Lotus and IBM Notes.
- ERP Software : Integrated Logistics Solutions (Manhattan System)

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## • Work History

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### **Customer Service Representative – Jan. 2017 to May 2022 Global Shipping & Logistics LLC, Dubai, UAE**

- Ensure customer receives the best service by creating proactive strategies and plans to meet their agreed SLA (Service level Agreement) and expectations.
- Create and maintain KPI's on Service Standards for Outbound Shipment Orders leaving Jebel Ali. All relevant dates to be logged and a monthly report published showing Service Standards Statistics.
- Monitoring of on time to request delivery record and speeding up the process of on time put way.
- Clearing of the rejections in the allocated shipments. Follow up with the distribution up on the deliveries created in WMS. Provide to the Customer a Stock Report as determined by the Service Standard agreed. Tracking of Missing inventory, detailed log and clearing of SD locations
- Resolution of Customer queries regarding Shipping Information, Shipments dispatched, and Containers received. Investigating answers to general queries regarding the logistics function.
- Generating storage, Near Expiry product report, Quarantine area & temperature Detail Report and transaction reports to provide an up-to-date view.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Report to Operational Executive/ Manager on work progress and issues on daily basis.
- Strong teamwork ethic and promotion of customer service excellence.
- To ensure that the continuous improvement process is an integral part of delivery increasingly adding value to both the business and our client.
- Communicating with customers on schedules and allocating necessary resources to fulfil the projected requirements.
- Monitoring pick rate efficiency and defects, temperature alignment records for quality purpose.
- Clearance of DM inspection, stock release, and segregation and securing of blocked stocks.

## **Location In charge – Oct. 2013 to Nov. 2016**

### **Planets F&B Park, Mundra, Gujarat**

- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Identified issues, analysed information and provided solutions to problems.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Received and processed stock into inventory management system.
- Coordinate with the sales & marketing team to ensure maximum sales.
- Organize and schedule meetings, effective communication between groups and support team member.
- Sustain continuous communication with internally with regards to process changes, opportunities and scopes for improvement.

## **Marketing Executive – Sept. 2012 to Sept. 2013**

### **SRN Technologies , Baroda, Gujarat**

- Managed relationships with key industry partners and implemented promotional initiatives to maximize marketing program performance.
- Directed marketing plans for many clients, proactively servicing needs, maintaining satisfaction and consistently achieving profit goals.
- Identified target audiences and devised campaigns to match target demographics and optimize results.
- Diversified and enhanced website pages and social media platforms to boost reach.
- Managed entire sales cycle across customer accounts, proposing and closing sales to achieve total revenue growth, profit and customer satisfaction plans.
- Established targets for social media platforms to reflect business objectives.
- Developed and executed marketing programs and general business solutions resulting in increased company exposure, customer traffic and elevated sales numbers.

## Personal Details

- Date of Birth : 05th December 1988
- Nationality : India
- Gender : Male
- Marital Status : Married
- Passport No & Expiry : P5245236 & 14th October 2026
- Driving License : UAE – Manual Driving License
- Visa Status : Employment Visa
- Languages Known : English, Hindi & Gujarati

**Declaration:** I hereby declare that the above-furnished details are true to the best of my knowledge & belief.

**Place: Dubai**

**Tejas N. Gohel**