**LEENA V DESAI**

FLAT NO 35, 4TH FLOOR GAURISHANKAR C.H.S , V.P ROAD ,PENDSE NAGAR DOMBIVLI EAST-421201

**Email:** leena.desai1@gmail.com **Phone: (M)** +917507542961 / 8828624528

**Seeking challenging assignments to leverage experience and expertise with an organization of repute**

Proactive and multi-skilled professional, contributing accomplished experience of **7+ years** in **, Quality check, Port Management and Operations.**

**Areas of Expertise**

* Quality Check and Assurance
* Client Relationship Management
* Training & Mentoring
* Issue Handling & Resolution

**Computer Proficiency**

* Operating System
* MS Word
* SAP
* MS Excel
* Outlook
* Visual Foxpro

**Professional Contour**

**BOXCO Logistics India Pvt Ltd. (DIABOS-PUNE) (JUNE-17 TO JAN-18)**

**Designation – Executive**

**Duties & Responsibilities:**

* Daily Manual follow ups with ship operators for port call appointments.
* Nominations send to charterers agent and owners agent as per operators request.
* Resolving email received from operator regarding port calls.
* Updating Master feedback form from ship operator for the services rendered by the agents in the portal.
* Basic knowledge of PDA submitting on behalf of agent.
* Daily follow up on final disbursement account.

**WIPRO BPS (Sept’13 – 06 May17)**

**Client : US Bank- (Account Payable)**

**Senior Officer- (Sep’13 – 6 May17)**

**Duties & Responsibilities:**

* Solving Service Now tickets raised by clients on daily basis.
* Quality checking of freight invoice entries like SCAC, Invoice number, Carracct, Invoice date, PO number, Currency, Billed amount, Vat amount done by data processing team.
* Solving errors in data entries of freight invoices received through system and giving fe(edback to processors.
* Solving queries of data processing team.
* Manual checking of data entries for specific clients.
* Daily coordinating with client for issues in training and process updates/queries.
* Providing corrective actions to prevent future occurrence of errors.
* Sending daily, weekly & monthly quality reports to manager.
* Attend training and to develop relevant knowledge and skills

**SYNCADA INDIA OPERATIONS PVT LTD. (Now WIPRO BPS) (Oct 12 – Aug’13)**

**Back Office Executive**

**Duties & Responsibilities:**

* Processing account payable entries for freight(Logistics) invoices like SCAC, Invoice number, Invoice date, Carrier account, Currency, Billed amount, vat amount etc accurately.
* Complete the given work within time to meet the SLA.
* Processing utility bills and payables.
* Handling single as well as multi-shipment invoices.
* Maintaining the quality.
* Attend training and to develop relevant knowledge and skills.
* Worked in flexible hours as per business need.
* Support and solving queries of new joiners for processing.

**TATA MOTORS FINANCE LTD (JULY’09 – OCT’12)**

**Customer Support Executive**/**Operation Executive**

**Duties & Responsibilities:**

* Attending customer queries across the counter.
* Attending customers’ queries over telephone.
* Maintaining PDCs.
* Health checking of cheques, collected from the customers
* Maintain MIS for the cheques (Closure, prepayment, Emi etc.)
* Coordinate with marketing and sales team.
* Looking after the repo (Sale, Release) cases.
* Out bound calling for RTO & R C updating & Loan agreement details.(weekly)
* Maintaining MIS of NOC for closed cases and dispatch to customer through courier.
* Keep all the details of clients Accounts.

**Academia**

**Passed B.A.in 2004** from Mumbai University.

**Passed 12th in 2001** from Maharashtra Board.

**Passed 10thin 1999** from Maharashtra Board.

Diploma in Computer Application

**Personal Data**

Date of Birth: 13th November, 1980

Linguistic Proficiency: English,Hindi,Marathi

Location Preference: MUMBAI

Marital Status Married

Permanent Address FLAT NO 35, 4TH FLOOR GAURISHANKAR C.H.S , V.P ROAD , DOMBIVLI EAST-421201