

Poonam Ramesh Shinde

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Address: Room No: 203, Abhishek Building, Lokmanaya Nagar, Pada No-4, Thane (W), 400606

Professional Summary

Detail-oriented and experienced operations professional with over 5 years of expertise in export documentation, invoicing, and logistics management.

Core Skills

- Export Documentation
- Logistics & Supply Chain Management
- Invoice & Data Processing
- Customer Service & Escalation Handling
- Root Cause Analysis (RCA)
- Regulatory Compliance
- Time Management & Decision Making
- Team Coordination

Professional Experience

Customer Support Executive

Delhivery Logistics Pvt. Ltd | Oct 2023 - Present

- Provided real-time shipment tracking and delivery support.
- Resolved complex issues including customs delays, damaged/missing packages, and delivery exceptions.
- Assisted with billing inquiries, dispute resolution, and payment options.
- Supported compliance and documentation requirements.
- Conducted Root Cause Analysis (RCA) to manage escalations.

Operation Associate - Invoice Operation Team

Drip Capital Trade Finance Pvt. Ltd | Jul 2022 - Feb 2023

- Verified and processed export documentation for accurate invoicing.
- Ensured compliance with trade and financial regulations.
- Maintained accurate and updated client information.
- Monitored real-time shipment status and managed potential delays.

Senior Coordinator - USA Export Documentation Team

Hapag Lloyd Global Services Pvt. Ltd | Jul 2018 - Jul 2022

- Prepared Bills of Lading for US export shipments.
- Coordinated with shippers and internal teams to ensure timely documentation.
- Ensured compliance with HS Code classification and regulatory requirements.
- Managed container tracking and vessel amendments efficiently.
- Delivered high service standards and was awarded for outstanding performance.

Education

Bachelor of Commerce (T.Y.B.Com), University of Mumbai | 2015

H.S.C - Maharashtra State Board | 2012

S.S.C - Maharashtra State Board | 2010

Achievements

Super Star Award Winner, Hapag Lloyd - 2020 & 2021