



**RENU**

Dubai, United Arab Emirates

P : +971564960463

E : renu.indoriya8@gmail.com

## OBJECTIVE

Dedicated and detail-oriented customer service professional with experience in freight forwarding and logistics. Known for resolving client issues efficiently and enhancing customer satisfaction. Seeking to leverage strong communication and problem-solving skills in a customer-focused role to support operational excellence and build lasting client relationships.

## EXPERIENCE

### MMS TRANSPORT LLC

2023 - PRESENT

#### CUSTOMER SERVICE

- Managed end-to-end order processing, ensuring timely and accurate delivery of goods.
- Acted as a primary liaison between clients and logistics teams to coordinate shipments and resolve queries.
- Provided real-time shipment tracking updates and proactively communicated any delays.
- Resolved customer complaints and delivery issues, ensuring high satisfaction and retention.
- Assisted in the preparation and verification of shipping documents, invoices, and customs forms.
- Maintained detailed records of customer interactions and logistics transactions in CRM systems.
- Collected and analyzed customer feedback to support continuous improvement in logistics services.

### MIRAGE CARGO SERVICES LLC, UAE

2022 - 2023

#### CUSTOMER SERVICE COORDINATOR

- Coordinated international and domestic shipments, ensuring timely delivery and compliance with customs regulations.
- Acted as primary point of contact for clients, providing end-to-end support throughout the shipping process.
- Prepared and reviewed shipping documents including bills of lading, commercial invoices, and packing lists.
- Liaised with carriers, customs brokers, and warehouse teams to resolve issues and streamline operations.
- Monitored shipment status and proactively communicated updates or delays to customers.
- Handled rate quotations and negotiated with carriers to optimize cost-effectiveness for clients.
- Maintained accurate records in freight management systems and ensured data integrity for reporting.
- Addressed and resolved customer complaints efficiently, enhancing customer satisfaction and retention.
- Assisted in coordinating air, sea, and land freight movements, ensuring compliance with international trade laws.

### LFG CONNECTION LOGISTICS SERVICES LLC, UAE

2021 - 2022

#### CUSTOMER SERVICE COORDINATOR

- Provided exceptional customer service by resolving inquiries, complaints, and delivery issues promptly.
- Acted as the primary point of contact for customers regarding shipment status and delivery timelines.
- Managed logistics documentation including invoices, delivery notes, and customs forms.
- Monitored real-time shipment tracking and proactively communicated updates to clients.
- Collaborated with internal teams (sales, operations, and warehouse) for seamless logistics execution.
- Trained and guided junior staff on customer service protocols and logistics workflows.
- Achieved customer satisfaction targets through process improvement and proactive service.
- Conducted post-delivery follow-ups to ensure customer satisfaction and address feedback.
- Consistently met or exceeded KPIs for customer satisfaction, order accuracy, and response time.

### OCEANVIEW LOGISTICS PRIVATE LIMITED, INDIA

2019 - 2021

#### SALES AND DOCUMENTATION

- Develop new customers to generate additional revenue.
- Achieve individual sales target.
- Establish and maintain Sales Development strategy.
- Develop sales plans including on your territory with distribution channels.
- Collect & analyze market intelligences in accordance with the company anti-trust policy and guidelines.
- Utilize sales data and market information to identify sales opportunities in accordance with the company anti-trust policy and guidelines.
- Actively share market intelligences and sales opportunities with team members in accordance with the company anti-trust policy and guidelines.

### JUBILANT FOODWORKS, INDIA

2018 - 2019

#### HEAD CHEF

- Controlling and directing the food preparation process and any other relative activities.
- Construct menus with new or existing culinary creations ensuring the variety and quality of the servings.
- Approve and "polish" dishes before they reach the customer.
- Plan orders of equipment or ingredients according to identified shortages.
- Be fully in charge of hiring, managing and training kitchen staff.

<b>HILTON HOTEL, INDIA</b>	<b>2017 - 2018</b>
<b>INDUSTRIAL TRAINEE</b>	
<ul style="list-style-type: none"><li>Helping in the preparation of dishes.</li><li>Simple kitchen tasks: peeling, storing, cleaning, preparing</li><li>Learning how to present dishes.</li><li>Making sure that dishes are always clean.</li><li>Receiving and storing provisions.</li><li>Sorting and cleaning the kitchen surface.</li></ul>	

<b>EDUCATION</b>	<b>NATIONAL INSTITUTE OF OPEN SCHOOLING, INDIA</b>	<b>2021</b>
	DIPLOMA IN BAKERY & CONFECTIONERY	
	<b>ASHOKA INSTITUTE OF HOSPITALITY &amp; TOURISM MANAGEMENT, INDIA</b>	<b>2017</b>
	DIPLOMA IN FOOD PRODUCTION AND MANAGEMENT	
	<b>JOSE MARTI SENIOR SECONDARY SCHOOL, INDIA</b>	<b>2009</b>
	Senior Secondary	

<b>SKILLS</b>	Exceptional workflow management, Excellent communication skills, Outstanding interpersonal skills, Microsoft Office proficiency, Team leadership skills, Customer service-oriented, Logistics management, Sales background,
---------------	---

<b>HOBBIES</b>	<b>TRAVELLING</b>
	<b>COOKING &amp; BAKING</b>
	<b>SOCIALIZING WITH FRIENDS</b>

<b>LANGUAGE</b>	English, Hindi
-----------------	----------------