Shamal Sanjay Sawant

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Address: A/10 Uttam 1, Natu Paranjpe Colony, Mith Bunder Road, Thane East – 400603

# Career Objective

Motivated and experienced Customer Service Executive with a strong background in client relationship management, issue resolution, and service delivery across logistics, travel, and shipping industries. Skilled in handling customer queries, coordinating with internal teams, and delivering consistent service excellence.

# Core Competencies

- Customer Relationship Management  
- Communication & Interpersonal Skills  
- Query Resolution & Escalation Handling  
- Documentation & Reporting  
- Sales & Service Coordination  
- Client Follow-ups & Feedback Collection  
- Email & Phone Correspondence  
- MS Office Proficiency  
- Team Support & Multitasking

# Professional Experience

**MS Logistics India**

Team Leader – Customer Service & Pricing (April 2016 – September 2017)

- Handled key client accounts and ensured service delivery standards.

- Guided customer service team and conducted regular team meetings.

- Resolved critical client issues and ensured smooth operations across departments.

- Assisted with client queries regarding freight, tracking, and shipments.

**Anubhav Vacations Pvt. Ltd. – Thane**

Customer Service Executive (February 2015 – November 2015)

- Engaged with customers regarding travel services and resolved service issues.

- Managed client queries, booking follow-ups, and coordinated domestic/international tours.

- Organized group events and handled customer interactions with a high satisfaction rate.

**GAC Shipping (India) Pvt. Ltd.**

Sales & Project Coordinator – Logistics Division (January 2009 – December 2012)

- Provided pre- and post-sales customer support and coordinated project deliveries.

- Liaised with internal departments to provide timely service updates to clients.

**Dacotrans India Pvt. Ltd.**

Sales Coordinator (June 2005 – January 2007)

- Responded to client service inquiries and supported logistics communication.

- Prepared service quotations and ensured clear follow-up with customers.

**Sentrans Maritime (Line – NSCSA)**

Sr. Executive – Customer Service & Documentation (January 1999 – December 2004)

- Handled customer service functions including sailing schedules and booking status.

- Managed client coordination for shipment documentation and vessel communication.

**GAC Shipping (India) Pvt. Ltd. (Line – NORASIA)**

Sr. Executive – Import Documentation (June 1993 – December 1998)

- Addressed customer queries related to documentation and cargo arrival.

- Managed correspondence, billing, and shipping documentation with clients.

# Education

M.A. – Bombay University, 2023

B.A. – Bombay University, 1990

# Professional Qualifications

Post Graduate Diploma in Computer Software Technology & System Analysis

# Personal Details

Marital Status: Married

Birth date: 23rd Sept, 1967