



Umesh Rao

“Customer service professional adept in handling heavy volumes of client phone, email, and chat support for consumer websites and with an excellent client rating. I seek an internal client support position at MallCanyon.com, where I can use my problem-solving and communication skills and dedication to customer satisfaction to increase operations department productivity.”

Work experience

Personal

Name
Umesh Rao

Address
406, AMA Holding, Port Seed
Deira City Centre, Dubai UAE

Phone number
+971-521229879

Email
umesh959082@gmail.com

Date of birth
18-04-1988

Place of birth
Bangalore

Gender
Male

Nationality
Indian

Marital status
Single

Driving license
KA5320130039239

LinkedIn
www.linkedin.com/in/umesh-pg-9270581b4

Interests

Playing Cricket

Going for Long Driving

Watching Cartoon's

Listing Music

Languages

English	
Hindi	Fluent
Marathi	Fluent
Kannada	Native
Tamil	Native
Telugu	Fluent

Senior Logistics Coordinator

BlackBuck,

Mar 2014 - Oct 2021

My Responsibilities: -

- In Kandla port cola/FMCG products import & export, I was keeping the coordinating full order cycle.
- Managing the Transportation and customer services.
- Providing the requirement clearance letter/Invoice manually or digital for the products.
- Keep on tracking the goods status until the products reached to the client.
- Planning and managing the client requirement on the daily basis keeping the track of the monthly inventory.
- Keeping the good relationship with client by providing the order daily report with status of the load/product.
- Created training manuals for the newcomers & provided the training on the work process.
- Hired Temporary employees for a six-month period during a surge of business.
- Negotiating the price with suppliers for the transportation by keeping our profit margin.
- Taking Ownership of the escalation by the client & handled cautiously with efficiently due to the protentional impact on the customer brand image.
- Building & maintaining a positive & professional working relationship with all other departments amount the organization.

Emirates ENBD (Quality Analyst in RDU)

Tanfeeth, Dubai

Dec 2021 -Working

My Responsibilities: -

- As a analyst I was evaluating and authorize the approval of credit loans.
- I'm specialists in evaluating the financial status of a loan applicant.
- My duties include updating account records and reviewing loan files.
- I am ensuring all the necessary information and documentation is submitted to the loan underwriting department and is recorded properly in electronic file format.
- Also, I'll Gauges customer eligibility and acceptability of loan risk.
- I'm Originates loan applications and monitors the loan from application through closing process, maintaining effective communications with customers, referral sources, and loan support staff

Eduction and Qualifications

Yuvaka Vikas Govt School, Bangalore

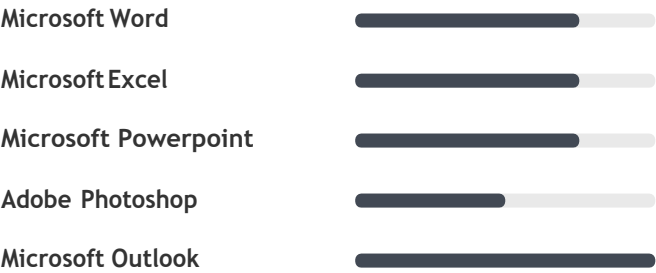
Mar 2005-Apr 2007

Pre-University Education

Delhi Open University, Bangalore

Jun 2007-May 2009

Skills



Achievements

- Based on my performance I got “**Best Employee of the Year 2017**” with certificate.
- Got Shining **Star Award** for the year 2018 & 2019