

# Danillo Kirk Müller

## Operations & Customer Service

Have worked for multinational companies, Possess over 5 years of experience in customer service and operations management | Freight Forwarding | Marketing | Team Leadership | Shared Service Center Management - Shipping | Key account management has given me unique ability to apply commendable services to customers in all forms, to sustain and develop business processes while producing tangible benefits.



## Personal Info

### Address

Tiger Building Al Yarmook / Block B,  
215 Al Nahda, Sharjah

### Phone

+971521505779

### E-mail

danillomuller10@gmail.com

### Date of birth

1994-01-16

## Education

### St. Peter's College, Colombo 04

Completed GCE O/L examination in  
2009

### ESOFT Computer Studies

Followed Certificate in Information  
Technology

### Sri Lanka Institute of Marketing

Followed Preliminary Certificate in  
Marketing (PCM)

## Skills

Computer Literacy

## Experience

2017-04 -  
present

### Team Leader - Operations & Customer Service

*Unitex Logistics Lanka (Pvt) Ltd*

#### Responsibilities

- All ocean & air rates with all origins to be compared and filed
- Following up with UTX agent network for pending shipments
- Issuing Arrival notices & Delivery orders
- Maintain documents and Bill of Ladings, FMC filing
- Prompt and effective response to emails
- Handling day to day communication with stakeholders
- Following up with US Sea and Air Agents for inbound shipments with UTX agents network
- Market information, updates on surcharges and port conditions
- Develop and implement customer service policies and procedures.
- Follow up with customs broker to make sure customs filing is completed correctly.
- Co-ordinate with the truckers to ensure a smooth delivery.

2014-08 -  
2016-12

### Process Specialist – Customer Service & Operations (Export Documentation)

*CMA CGM Shared Service Center Lanka (Pvt) Ltd (ISO 9001:2015 Certified Company)*

**Executive – (Aug 2014 – Sep 2015)**

**Promoted as Senior Executive – (Oct 2015 – Mar 2016)**

**Promoted as Process Specialist – (Apr 2016 – Dec 2016)**

#### Responsibilities

- Attending customer meetings / Client Conflict Resolution / Stakeholder Management
- Working in line with system development teams on automation projects , Preparation of project proposals and business logic's for developers, System bugs and Faults resolution (UAT) while involving as the point of contact for all system developments/ automation and enhancements for the organization
- Minimizing operational cost and managing the cost per FTE and cost per transaction as per targets along with work floor density management plans
- Creating and communicating staff objectives, performance targets, KPIs and KRAs
- Identify and address knowledge gaps, ensure common understanding across the team
- Executing root cause analysis for SLA (service level agreement) breaches and implementing CAPA (Corrective action & Preventive action)
- Contributing for the Business continuity plans by ensuring all process

Customer Service  
Time Management  
Leadership  
Process Improvement  
Customer Quality Management  
Process Migration  
Problem Solving  
Operations Management  
Change Management

- documents (SOP) and maps are updated and maintained
- Preparation and Presentation of KPI reports & conducting performance appraisals to evaluate annual increments bonus and potential promotions for succession planning
- Provide regular reports to the management team on performance
- Coordinating with customers to resolve open issues
- Monitoring the workflow to meet Service level Agreements (SLA)
- Attending urgent customer complaints
- Performing process audits when necessary
- Handling communication mail box with FO (Front Office) & HO (Head Office)

2013-12 -  
2014-06

### **Business Development Officer**

*Amana Bank PLC*

#### **Responsibilities**

- Promoting Bank products to individual and corporate customers
- Handling Nolimit account along with a Senior in the Team
- Leading the Team towards achieving all set targets by the Management

2012-02 -  
2013-08

### **Business Development Officer**

*Sri Lanka Institute of Marketing*

#### **Responsibilities**

- Promoting Marketing, Sales, Branding & MBA courses to individual and corporate customers
- Organizing Presentations on company products to companies
- Handling HNB Assurance corporate account
- Organizing Marketing Forums
- Leading the Team towards achieving all set targets by the Management



## **References**

### **Mr. Prasanna Obadage**

Director,  
Human Resources - Sheraton Colombo Hotel  
Prasanna.Obadage@sheraton.com  
+94 (77)7591330

### **Mr. Rick Berhardt**

Regional Business Relationship Manager,  
CMA CGM Gulf  
dxb.rberhardt@cma-cgm.com  
+971 (50)5597635

I hereby attest that the above information is true and correct according to the best of my knowledge.

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Danillo Müller