

# SANJEEV JANARDHANAN CHUKKACHERRY

Date of Birth: 26<sup>th</sup> Jan 1982

Mobile: 9769641837

Email Id: [sanjeevchukkacherry3@gmail.com](mailto:sanjeevchukkacherry3@gmail.com)

## Current address:

A-26 Mansarovar Complex,  
Khokhra, Maninagar East,  
Ahmedabad – 380008

## Permanent address:

31/17 Neelkant Smruti Bldg,  
Jagdusha Nagar, Ghatkopar  
Mumbai – 400086

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## OBJECTIVE

To be associated with an organization where I am able to gain experience and also usefully contribute to the company, to achieve the goal set up for me.

## EXPERIENCE

### **Sutherland Global Services, Airoli, Thane**

### **IAG Cargo (Pilot Process Oct 2016 to Jul 2024)**

Worked as Specialist Sales/Reservations Executive (Nov 2016 to Oct 2021).

- Handled inbound cargo reservations calls and emails for registered agents of IAG Cargo (International Airlines Group of British Airways, Iberia, Aer Lingus, Vuelling and Level).
- Reservations done for registered agents on below special cargos:
  1. Live Animal shipments (Pets, Zoo transfer etc..).
  2. Constant Climate shipments (temperature-controlled medicines, pharmaceutical cargo etc..).
  3. Human Remains shipments.
  4. Valuable (Gold, Silver, Bank Notes etc..) shipments.
- Excellent knowledge of the process, which resulted in early on job training on floor.
- Maintaining quality scores with an average score of 90 - 95%.
- Upskilled by learning Microsoft Excel which helped to prepare BOD and EOD reports for client.
- Trained new agents on the floor.
- Call evaluations done as part of quality analyst project.
- Worked on various data entry projects for other teams, a task to help streamline pending data as advised by clients.

Worked as Senior Associate -Monitoring Team (Jun 2019 – Aug 2019)

- Monitoring arrival and departure of temperature cargo shipments at London Heathrow.
- Co-ordinating with relevant teams to ensure smooth loading of above shipments on flight for departure.

Worked as Senior Associate - Customer Service Executive (Nov 2021 to Jul 2024).

- Handled inbound emails from customers/agents and working with Outstations and Internal teams on various cargo related issues.
- Maintaining quality scores with an average score of 90 - 95%.
- Assist the Operations team to retrieve the required documents from customers for all import, export and transit shipments.

Other Activities:

- Part of the Site Council Team, where I was handling Sports Activities as an Employees Engagement Program.
- Part of the HRC (Human Resources Companionship) Team, where I was handling minor HR queries for employees.
- Part of the Emergency Response Team, where we plan and direct disaster response or crisis management activities such as evacuation, fire safety, CPR procedures etc.

**First Source Solutions Limited, Airoli, Navi Mumbai**  
**British Telecom - Semi-Tech Process (Dec 2015 to May 2016)**

Worked as Senior Customer Service Associate for British Telecom (Inbound Process).

- Being a semi-tech process had to handle issues of Broadband services for UK customers.
- Certificate awarded as the best knowledge of process.

**Serco BPO Private Limited, Thane (West), Mumbai**  
**Mahindra Holidays & Resorts India Limited (MHRIL or Club Mahindra) Process (Oct 2014 to Nov 2015)**

Worked as Holiday Advisor for MHRIL Inbound process.

- Helping Club Mahindra members plan their holidays.
- Maintained excellent knowledge of the process.
- Maintaining quality scores with an average score of 80 - 85%.
- Handled small level escalations.
- Assisting new agents on the floor.

Worked as Escalation Desk Officer

- Supervising and assisting new agents on the floor.
- Handling escalation calls.
- Communicating with members/customers over calls and

emails.

- Provided trainings for new agents in terms of process only.

**Mashreq Bank (Technical Business Management Services),  
Retail Banking Group, Dubai, UAE (Nov 2005 to March 2011)**

Worked as Senior Support Officer for Cards Acquiring Business  
(Merchant Services Unit).

List of activities:

- Technical support for the POS (Point of Sale) terminals, which included installation, replacement & provided training of terminals as well as fraud trainings (Credit Card Fraud).
- On calls 24/7 with regards to trouble shootings for terminals.
- Good knowledge about the programming of terminals.
- Also handled various projects such as Gitex shoppers.

Worked as an Acting Team Leader for New Dubai region.

- Handled relationships for C category merchants (annual business of 10million and below) in regards to service and arrangements for other facilities such as opening new accounts, trainings etc.
- Conducted group trainings (POS & Fraud trainings) for various hotels such as Hilton Jumeirah, Habtoor Hotel, Monarch Hotel etc. Jewellery outlets such as Damas, Joy Alukkas etc. Retail stores such as H&M, Debenhams etc.
- Worked along with Authorization Center with regards to merchant/customer queries.

**Worked at Universal Shows & Entertainment Events, Dubai,  
UAE (Jan 2002- Jan 2005)**

Worked as backstage cum driver for stage shows/events during  
Dubai Shopping Festival and Dubai Summer Surprises as a Part  
time Executive.

Below are the various jobs handled:

- Backstage operations handled
- Handle meet & greet with children.
- Handling transportation & booking hotel stays for crew members.

**EDUCATION**

**Gulf Indian High School, Dubai, UAE.**

**All India Senior School Certificate Examination,2000 (CBSE)**

**Passed in Commerce stream**

**Intermediate level user for Microsoft Excel, Word and  
PowerPoint.**

**LANGUAGE SKILLS**

Languages	Read	Write	Speak
English	✓	✓	✓
Hindi	✓	✓	✓
Malayalam			✓

**EXTRA CURRICULAR  
ACTIVITIES****Sports:**

Played Cricket at school level, C division clubs in Dubai, as well as indoor cricket tournaments (Insportz).

Played Volleyball & Football at school level.

**STRENGTHS**

Positive attitude, Hardworking, Fast learner and good communication skills

**INTERESTS &  
HOBBIES****Interests:**

To learn Web Designing, Graphic Designing and various software related programmes such as Visual Basic.

**Hobbies:**

Playing Cricket, Football, Volleyball.  
Swimming  
Listening to music.

**REFERENCES**

At your request

Place: Ahmedabad  
Date:     /     /2025

Sanjeev Janardhanan Chukkacherry