



# Mayank Sharma

Commercial and Marketing Manager

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## Languages

English

## About

With 7 years' experience in logistics, customer service, and sales, I excel in delivering customised retail solutions and meeting targets. Trained in productivity tools and adept at stakeholder management, my adaptability makes me an ideal fit for dynamic retail environments. Fluent in English with a keen focus on client satisfaction and inventory control.

### BRANDS WORKED WITH

- Amazon
- DP World
- Expeditors International
- Rhenus Logistics
- MAERSK LINE INDIA PVT LTD

## Experience



### ● Warehouse Operative-Part Time

Amazon | Oct 2023 - Feb 2024

- Amazon.com Inc: is an American multinational technology company focusing on e-commerce, cloud computing, online advertising, digital streaming, and artificial intelligence.
- Conducted sortation, loaded parcels on conveyor belts, number averaging 70k daily with a team of 20 colleagues, contributed in making a largest facility of its kind in terms of volume handling in Europe.
  - Sorted and loaded 424k parcels weekly containing a full range of Amazon's products, staged sorted pallets for pick up and delivery while adhering to safety and quality standards.
  - Trained to perform electronic tipping machines and pump trucks for increasing productivity.



### ● Commercial and Marketing Manager

DP World | Jul 2022 - Sep 2023

- DP World: A leading provider of smart logistics solutions, enabling the flow of trade across the globe..
- Maintained, negotiated and updated tariffs for worldwide destinations and circulated tariff sheets across business verticals resulted in immediate availability of cost references for fast business conversion.
  - Managed network with top 10 shipping lines, overseas counterparts, customs brokers, transport vendors, port authorities and related stakeholders for keeping up to date with market changes by identifying, negotiating, and executing complex agreements and requirements.
  - Implemented single window solution by designing end-to-end logistics solution for ease of doing business to reduce redundant communication with multiple vendors, reduced paperwork and multiple monetary transactions which led to time efficiency and enhanced customer satisfaction. Developed trade lanes between India and USA, Middle East and African region through multiple discussions with the clients and shipping carriers regarding negotiated tariff and space availability. Supervised, coached and supported the regional sales team in developing customised solutions.
  - Maintained proper interaction with customers and pipeline management via CRM for record keeping and effective time management. Developed prioritised target client list, maintained regular follow-up to acquire new businesses and supported the Branch in increased revenue and volume. Carried out monthly and quarterly business reviews with top 20 existing clients and took feedback to improve customer satisfaction.
  - Streamlined with internal stakeholders for opportunities, challenges and alternative options for improved strategies. Extended assistance to vertical head in designing innovative and effective pricing solutions for cross selling and new product development by proper interpretation of data and making business recommendations. This resulted in increased client onboarding rate from 15 to 25 clients per month.

### ● District Sales Executive

Expeditors International | Sep 2019 - Jul 2022

Expeditors: Fortune 500 service-based logistics company with headquarters in Seattle, Washington, USA.

- Managed an industrial territory and collaborated with local and regional product and service teams. Designed value-added solutions for customer's logistics needs, including supporting diagrams and cost-benefit calculations and generated new businesses with profit of USD 12,500 monthly through client introductions, information transfer and securing any necessary paperwork.
- Undertook training sessions to develop selling skills and secured "Sales Foundation" certificate. With primary focus on India and USA trade lanes, succeeded in business generation with onboarding giant retail clients resulting in highest profitability surpassing USD 2 Lakhs in one month and got recognised by Country Head for best performance.



### ● **Business Development Executive**

Rhenus Logistics | Mar 2018 - Aug 2019

Rhenus Logistics (formerly World Net Logistics) provides dynamic and comprehensive international freight forwarding services, logistics, warehousing and distribution solutions.

- Developed tailored logistics solutions that deliver value and support to the client's business strategy. Initiated regional and global requests for quotations averaging USD 5 Lakhs annually.
- Managed opportunities and risks securing the interests of corporate business unit guidelines.
- Extended assistance in developing China- India trade initiative resulting in increased new business acquisition and branch profitability.

### ● **Customer Account Executive**

MAERSK LINE INDIA PVT LTD | Jan 2017 - Dec 2017

Maersk: Shipping, port operation, supply chain management and warehousing.

- Played a key role in North India Customer Service Imports team by supervising various shipping procedures and documents like Import General Manifest, Documentation, Invoicing, Payments and Delivery order.
- Supported in resolving customer queries and escalation management.

## **Education & Training**

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2023 - 2024

### ● **Cranfield University**

MSc in Logistics and Supply Chain Management,,

2015 - 2017

### ● **All India Management Association**

Post Graduate Diploma in Management,,

2012 - 2015

### ● **University of Delhi**

Bachelors in Commerce,,