

KALYANI SURYAWANSHI

Logistics & Supply Chain Operations Specialist

SUMMARY

Dynamic and results-oriented Logistics and Supply Chain professional with over 6 years of experience in the UAE. Expert in managing end-to-end shipment coordination, vendor master data governance (SAP MDG/VMD), and international freight forwarding. Proven track record at Maersk and Amazon in optimizing purchase order workflows, ensuring 100% documentation compliance, and enhancing operational efficiency through strategic vendor management.

SKILLS

Air/Sea Freight | Shipment Planning | Jebel Ali CFS Coordination | 4PL Invoicing | SAP Vendor Master Data Governance (MDG/VMD) | SAP S/4HANA | PO Creation & Management | Audit Compliance | Vendor Relations | Inventory Control | Export/Import Documentation | Sales Leadership | Rate Negotiation | Market Trend Analysis | Customer Service Excellence | Team Training & Leadership | CRM Systems | MS Office Suite | Advanced Excel

EXPERIENCE

Senior Process Expert Manager — Maersk Global Service Centre

November 2022 – February 2025 • Dubai, UAE

Senior Process Expert Manager at Maersk Global Service Centre overseeing SAP-based Vendor Master Data Governance and international freight forwarding operations through Jebel Ali Port. Responsible for CFS operations, 4PL invoicing, logistics reporting, and container movement monitoring to ensure compliance, data accuracy, and on-time delivery. Delivered enhanced operational visibility and resolved complex stakeholder queries through process optimization and proactive problem-solving.

- Spearheaded Vendor Master Data Governance (MDG/VMD) within SAP, ensuring high data accuracy and process compliance
- Managed international freight forwarding and cargo movements via Jebel Ali Port, including CFS operations
- Streamlined 4PL invoicing and logistics reporting, improving operational visibility for stakeholders
- Optimized shipment schedules and monitored container movements to ensure on-time delivery
- Resolved complex client and vendor queries through professional communication and proactive problem-solving

Professional Sabbatical & Advanced Certification — Independent / Self-Directed Development

February 2025 – Present • Dubai, UAE

Professional sabbatical focused on advanced SAP S/4HANA certification and German language proficiency development to support international logistics operations. Concurrently managed independent logistics consultancy projects for SME exporters, specializing in documentation compliance and process optimization.

- Dedicated period focused on achieving advanced certifications in SAP S/4HANA and enhancing German language proficiency to better serve the international logistics corridor
- Managed independent logistics consultancy projects on a freelance basis, focusing on documentation compliance and process optimization for SME exporters

Team Leader – Sales — J&T; Express Pvt Ltd

March 2022 – October 2022 • Dubai, UAE

Team Leader at J&T; Express Pvt Ltd leading sales operations and business development to achieve revenue targets in the express logistics sector. Managed freight rate negotiations, competitive quotation preparation, and cross-functional coordination with operations teams to ensure seamless shipment handling and customer satisfaction.

- Led a high-performing sales team to achieve revenue targets through strategic business development
- Negotiated freight rates and prepared competitive quotations for diverse client portfolios
- Coordinated with operations teams to ensure seamless shipment handling and customer satisfaction

Customer Service Senior Associate — Amazon India Pvt Ltd

October 2020 – February 2022 • Dubai, UAE

Customer Service Senior Associate at Amazon India Pvt Ltd managing purchase order creation, vendor communications, and shipment tracking for large-scale e-commerce operations. Focused on resolving delivery discrepancies, maintaining inventory accuracy, and building strong customer relationships through proactive service delivery.

- Managed purchase order (PO) creation and vendor communication for large-scale e-commerce operations
- Tracked shipments and resolved discrepancies to ensure timely delivery and inventory accuracy
- Cultivated strong customer relationships by providing prompt and anticipatory solutions

EDUCATION

Bachelor of Commerce, Commerce — Pune University

2018

CERTIFICATIONS

ICA (Accounting & Finance)

SAP S/4HANA

In Progress

LANGUAGES

English (Professional) | Hindi (Native) | German (Intermediate)