

Santhosh Ganesh, MBA, P. LOG

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RESULTS-DRIVEN TRADE PROFESSIONAL WITH 18 YEARS OF EXPERIENCE.

Expertise in creating value for customers and stakeholders by delivering the right products at the right time, in the most efficient and cost-effective way possible.

Highly accomplished and adaptable trade professional with an impressive 18-year track record of success. A proven leader in managing and leading teams at various stages, from Team Leader to collaboratively overseeing trade activities with partners. Exceptional expertise in customer and supplier relationship management, fostering strong and smooth partnerships with key stakeholders. Skilled in contract negotiation and oversight, making key analytical trade decisions that optimize capacity utilization and achieve budgeted cost objectives. Adept at problem-solving and decision-making, leveraging data-driven insights to tackle critical challenges and drive operational excellence. Resilient in navigating dynamic markets, constantly adapting to newer methods to achieve outstanding outcomes. Trusted for presenting financial budgets and driving Trade P&L management. A valuable asset to any organization seeking a results-oriented and visionary professional.

BUSINESS AND PROFESSIONAL COMPETENCIES

Strategic Planning, Leadership and Collaboration: Throughout my career, I have demonstrated strong leadership abilities by effectively managing teams at different stages, starting from a Team Leader role and progressing to my current position, where I collaboratively oversee trade activities with partners. My adeptness in Leadership and Collaboration has consistently proven to be a significant strength throughout my professional journey.

Marketing and Communications, Customer and Supplier Relationship Management: I excel in maintaining robust customer relationships with stakeholders such as shippers, traders, and mainline operators. My ability to engage effectively with customers has resulted in fruitful and lasting partnerships. Moreover, I have fostered strong and seamless connections with suppliers, including common carriers, transporters, warehouse operators, and port authorities. This proficiency in managing supplier relationships has contributed significantly to the smooth and efficient functioning of operations.

Financial Management, Contract Negotiation and Oversight: My role has been centered around continuous involvement in tender negotiations and contract management with diverse mainline operators. I have honed my skills in contract negotiation, ensuring favorable terms and agreements that benefit the organization. Additionally, I hold the responsibility for overseeing the overall Trade Profit and Loss (P&L), and I am adept at presenting financial budgets to the management with clarity and precision. My proficiency in contract negotiation and financial acumen has been instrumental in achieving successful outcomes for the company.

Operational Efficiency/Process Improvement, Problem Solving/Decision Making: I have consistently demonstrated strong problem-solving and decision-making skills in the realm of trade analytics. Collaborating closely with our JV partner, I have been instrumental in making crucial trade decisions aimed at optimizing capacity utilization while adhering to budgeted costs and turnaround time. By leveraging a data-driven approach and thoughtful consultations, I ensure effective and efficient trade operations, contributing to the overall success of the venture.

Global Container Shipping/Logistics, Adaptability and Resilience: Throughout my career, I have demonstrated a high level of adaptability and resilience, successfully navigating the ever-changing market dynamics. As part of my responsibilities, I continually monitor and analyze market trends, allowing me to proactively embrace newer and more effective methods to tackle critical challenges at various stages of operations. My ability to swiftly adapt to dynamic environments has been key to maintaining operational excellence and achieving positive outcomes for the organization.

PROFESSIONAL EXPERIENCE

TRANSWORLD GROUP SINGAPORE | SINGAPORE (OCTOBER 2007 – Present)

Consistently Committed to Growth and Excellence

Throughout my tenure at Transworld Group Singapore, which spans over a remarkable 16 years, I have showcased unwavering loyalty and dedication to the organization. I have had the privilege of serving in multiple roles across diverse verticals, contributing my skills and expertise to various key areas within the company. My longstanding commitment to the company's vision and values has been a cornerstone of my professional journey, enabling me to be an instrumental part of the organization's continued growth and pursuit of excellence.

Im Currently Managing the "Inter Bengal Service" lane, involving a fleet of seven container ships, in a Joint Venture business with X-PRESS Feeders Singapore PTE LTD.

Trade Manager | STRAITS ORIENT LINES (S) PTE LTD - Transworld Group Singapore | 2020 – Present

- Spearhead efforts to optimize cargo utilization on the fleet, significantly reducing turnaround time by effectively leveraging key resources.
- Proactively engage and maintain effective communication with Main Line customers and Box Operators, ensuring space protection, efficient monthly cargo allocation, and competitive freight rates.
- Monitor market trends and competition closely, identifying potential growth areas to capitalize on new opportunities and stay ahead in the industry.

Senior Line Manager/ Owner's Representative | STRAITS ORIENT LINES (S) PTE LTD (PORT KLANG MALAYSIA) - Transworld Group Singapore | 2014 – 2019

- Led Marketing & Agency activities for the Singapore HQ, actively driving initiatives to expand the company's presence in the market.
- Pioneered the development and seamless integration of software systems, automating manual processes and streamlining workflow, resulting in increased efficiency and productivity.
- Exemplified effective cost management and credit control practices, contributing to the company's financial stability and growth.
- Fostered a cohesive team environment, successfully reducing attrition rates and fostering a positive workplace culture.

Assistant Manager: Business Development | TRANSWORLD GLOBAL LOGISTICS (S) PTE LTD - Transworld Group Singapore | 2007 – 2011

- Spearheaded Freight Forwarding & Project Cargo Sales & Marketing for a diverse portfolio of local and overseas customers and traders in Singapore, resulting in business growth and increased market presence.
- Efficiently managed the coordination and execution of 3rd Party logistics operations, ensuring seamless and effective logistics services for clients.
- Proficiently handled the preparation and execution of essential shipping documents, including Bill of Lading, Import Delivery Order, and Transshipment coordination. Ensured smooth cargo connections between Singapore and offices at various ports of origin and destination.

2004 – 2006 - Sutherland Global Services | INTUIT INC USA, CTG Operations | India (Duration: 1.5 Years)

Excelling in Customer Service and Team Leadership: During my enriching 2-year tenure at Sutherland Global Services, working for INTUIT INC USA in CTG Operations, I honed my expertise in handling customer service and providing technical support for Turbo Tax Software. Taking pride in my responsibilities, I efficiently managed a small team of executives, implementing strategic initiatives that resulted in reduced average call handling time and ensured impeccable quality control to meet our clients' high expectations.

- Collaborated closely with clients from INTUIT INC USA, establishing strong working relationships and delivering on their requirements with excellence.
- Demonstrated exceptional customer service skills, resolving technical inquiries with proficiency and ensuring utmost customer satisfaction.

EDUCATION & CERTIFICATIONS

2023	P.Log. [Professional Logistician] Designation, Canadian Professional Logistics Institute, Canada
2006-2007	Masters of Business Administration, James Cook University, Singapore
2001 -2004	Bachelor of Corporate Secretaryship, R.K.M Vivekananda College, University of Madras, Chennai – India

Language Skills:

English: Fluent (Reading/ Writing/ Speaking), **Tamil:** Native (Speaking), **Malayalam:** Native & Conversational (Speaking), **Hindi:** Native & Conversational (Speaking)