

YASHRAJ SINGH JAYGOPAUL

PROFESSIONAL SUMMARY

Highly motivated and detail-oriented Senior Administration and Operations Manager with over 3 years of progressive, hands-on experience in the shipping and logistics sector. Proven track record in overseeing vessel operations, port coordination, billing and invoicing, budget management, and maintaining full compliance with maritime and customs regulations. Adept at leading teams, managing documentation with accuracy, liaising with government authorities, and streamlining processes to enhance operational efficiency in fast-paced environments. Skilled in administrative systems, stakeholder coordination, and cross-functional collaboration.

Now seeking to transition into a dedicated administrative role to further leverage my organizational, communication, and leadership capabilities while contributing to efficient office management and continuous process improvement

WORK HISTORY

Shipping Division Head of Department, 02/2024 - current

Virgin Shipping Company LTD, MFD Free Port, Zone 5, Mer Rouge, Mauritius

- Oversaw and managed all administrative and operational activities within shipping company to ensure efficient workflow and compliance with maritime regulations.
- Reviewed and managed Proforma and Final Disbursement Accounts, accurately forecasting and reconciling port charges, vessel costs, and related expenses to support financial planning and billing.
- Coordinated shipping schedules, vessel operations and logistics to optimize turnaround times and resource allocation.
- Liaised with Ministry of Blue Economy Shipping Division, port authorities, customs officials, and regulatory bodies to ensure adherence to local and international shipping laws.
- Managed vendor and supplier relationships, including contract negotiations, procurement, and service quality monitoring.



Avenue des Roches, Bassin,
Quatre-bornes, Mauritius



24 years old



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SKILLS

- Organizational & Administrative Skills
- Communication Skills
- Interpersonal Skills
- Computer & Digital Skills
- Problem-Solving & Critical Thinking
- Basic Numeracy & Financial Awareness
- Work Ethic & Attitude

- Supervised administrative and operational staff, ensuring effective team performance and development.
- Monitored budgets and controlled operational and administrative costs to support management decision-making and ensure fiscal responsibility.
- Reviewed and supervised accurate billing and invoicing for clients and vendors
- Ensured timely and accurate documentation of shipping manifests, bills of lading, customs declarations, and other essential paperwork.
- Handled customer inquiries and resolved operational issues related to shipments, delays, or documentation.
- Oversaw health, safety, and environmental compliance in operational activities in coordination with relevant regulatory agencies.
- Coordinated internal audits and inspections related to operations and administration to maintain high standards of compliance.
- Collaborated with cross-functional teams including logistics, finance, and customer service to align and achieve operational goals.
- Coordinated documentation and clearance processes with Customs and Immigration Authorities to facilitate timely vessel departures.
- Worked closely with Environmental Regulatory Agencies to uphold health and safety standards during port operations.

Shipping Division Administrative Officer, 01/2023 - 02/2024

Virgin Shipping Company LTD, MFD Free Port, Zone 5, Mer Rouge, Mauritius

- Coordinated and managed the entire shipping process, ensuring timely and accurate dispatch of goods.
- Prepared and verified shipping documents including bills of lading, invoices, and customs declarations.
- Monitored shipment schedules and resolved logistical issues to minimize delays and costs.
- Maintained accurate records of shipments, inventory, and delivery statuses in logistics systems.
- Ensured compliance with international shipping regulations and company policies.
- Provided comprehensive administrative support, including scheduling meetings, managing correspondence, and organizing office activities.
- Maintained accurate records, filing systems, and office databases to ensure efficient information retrieval.
- Assisted in budgeting, procurement, and inventory management

for office supplies and equipment.

- Responded promptly to emails, letters and phone calls; facilitated seamless external communication.
- Managed incoming calls for efficient handling of enquiries and complaints.
- Used Microsoft Office Suite proficiently for smooth workflow management and document creation.
- Adapted quickly to changes in procedures or policies; maintained consistency in output quality despite fluctuations in workload demands.
- Facilitated increased team collaboration with effective interpersonal skills.

Administration and Operations Officer 1, 02/2023 - 12/2023

Virgin Oil Company, Mauritius LTD, Montagne Blanche, Mauritius

- Liaised with clients, ensured high client satisfaction rates.
- Handled confidential information with integrity and discretion.
- Participated in the successful office migration to Virgin Shipping Company Ltd, ensuring smooth transition of all administrative, HR, and document management processes.
- Coordinated physical relocation logistics including equipment, files, and utilities setup.
- Worked closely with IT and operations to minimize downtime during the move.
- Liaised and dealt directly with concerned authorities such as Mauritius Port Authorities, ensuring compliance with regulatory requirements and timely submission of necessary documentation
- Supported re-establishment of internal systems, filing protocols, and workspace layouts at the new premises.

Administrative officer, 02/2022 - 01/2023

Virgin Oil Company, Mauritius LTD, Montagne blanche, Mauritius

- Coordinated and managed daily office operations, ensuring smooth administrative processes.
- Maintained accurate records, databases, and filing systems (physical and digital).
- Managed correspondence, emails, and telephone communications on behalf of the department.
- Prepared reports, memos, and internal documents for senior management.
- Scheduled and organized meetings, including preparing agendas, taking minutes, and follow-up actions.
- Assisted in budgeting and expense tracking, ensuring compliance with financial procedures.
- Assisted in planning company events, meetings, and travel

arrangements.

- Used office software (e.g., MS Office Suite, Google Workspace) to manage tasks and documentation efficiently.

EDUCATION

GCSEs, 01/2013 - 12/2018

Dr. Regis Chaperon State Secondary School - Mauritius

GCSEs, 01/2019 - 12/2019

Ocep College Ltd - Mauritius

Certificate of Higher Education, Business Management, 08/2020 - 12/2020

Charles Telfair Institute - Mauritius

Diploma of Higher Education, Business Management, 01/2021 - 08/2022

Charles Telfair Institute - Mauritius

LANGUAGES

English
Proficient (C2)

French
Intermediate
french

CERTIFICATIONS AND TRAININGS

Training on Awareness Training on Requirements of Standards ISCC PLUS by ASHA BUSINESS SOLUTION

REFERENCES

References available upon request.

