

NAVEEN SELVAKUMAR

Senior Shipping & Commercial Operations Leader | Demurrage & Claims | Trade/Middle Office | Charterparty Governance

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PROFESSIONAL SUMMARY

Senior shipping and commercial operations leader with 20+ years of experience across global energy trading, crude oil, refined products, LNG, voyage claims, demurrage, and marine logistics. Proven track record in commercial risk management, charterparty and General Terms & Conditions (GTC) governance, multimillion-dollar recoveries, cost optimization, and P&L protection. Experienced in leading high-performing teams, transforming shared-service operations, strengthening trade controls, and resolving complex contractual disputes in collaboration with legal and commercial stakeholders. Holds Fellowship credentials from the Institute of Chartered Shipbrokers and an Advanced Programme in Supply Chain Management from IIM Calcutta.

CORE STRENGTHS

Commercial & Shipping

- Crude, refined products and LNG
- Charterparty analysis and governance
- Voyage/post-fixture operations
- Demurrage, deviation and cargo-loss claims
- Commercial negotiation and dispute resolution

Financial Impact

- AED 330M overdue debt recovered
- AED 129M cost savings at Shell
- AED 33M annual savings at Lukoil
- P&L protection
- Accruals, CAPEX/OPEX and settlements

Leadership & Operating Model

- Teams of up to 14 analysts
- Shared-service-center transitions
- Process migrations and operating-model design
- KPI/performance frameworks
- Governance and controls

Credentials

- Fellowship, Institute of Chartered Shipbrokers
- Advanced Programme in Supply Chain Management, IIM Calcutta
- B.Com
- M.A. English Literature

PROFESSIONAL EXPERIENCE

Claims Manager - Shipping & Trading

Lukoil Trading Group of Companies

May 2024 – Feb 2026

Dubai, United Arab Emirates

- Managed a team of 5 demurrage analysts, overseeing assessments and settlements of demurrage and deviation claims across crude and products cargo.
- Recovered 330M AED in overdue debt through strategic stakeholder engagement, persistent follow-ups, and regular face-to-face client meetings.
- Delivered 33M AED in annual cost savings through stringent adherence to contract clauses and challenging unjustified owner claims.
- Maintained zero time-bar claims by analyzing, preparing, and submitting demurrage claims to charterers and cargo receivers within all deadlines.
- Provided contractual advice to the contracts team on GTCs and Charterparty recaps, minimizing commercial exposure to claims.
- Collaborated with the legal and compliance team to resolve internal and external shipping disputes through negotiation, ensuring strict control framework adherence.
- Improved operational workflows across the demurrage function, enhancing accuracy and first-time-right performance in claim processing.
- Achieved 90% KPI performance through structured tracking of claim submissions and settlements.

- Conducted mid-year and year-end performance reviews, driving team capability development and ensuring consistent delivery standards.

Senior Voyage Claims Team Lead
Shell

August 2016 - May 2024
Chennai, India

- Led a team of 14 demurrage and post-deal analysts, managing the assessment and settlement of cargo- and shipping-related demurrage claims.
- Recovered 210M AED in overdue debt and delivered 129M AED in cost savings through claims scrutiny and Charterparty and Governing Terms and Conditions.
- Led the migrations of demurrage, post-deal, oil loss, and quantity cargo loss claims from the business to the shared services center.
- Managed demurrage and post-deal claims for wet products and LNG, achieving 95% on-time submission and 100% compliant claims.
- Coordinated with legal, shipping, chartering, and compliance teams to resolve disputes and keep the team informed of current geopolitical developments.
- Completed a continuous improvement project focused on holistic accruals management, improving claim submission accuracy and timeliness.
- Monitored weekly performance using Salesforce reporting tools, ensuring consistent adherence to submission timelines and KPI targets.

Senior Shipping Analyst
Shell

June 2015 - August 2016
Chennai, India

- Produced accurate CAPEX/OPEX reports, maintaining low variance between estimates and actuals, and ensuring 90% accuracy in accruals and allocations.
- Maintained full compliance with marine and corporate reporting standards throughout the role, supporting regulatory adherence across all reporting functions.
- Held fleet management responsibilities alongside CAPEX/OPEX reporting and accruals.

Assistant Settlements Team Manager
Shell

June 2011 - June 2015
Chennai, India

- Managed the migration of gas and power settlement processes from the business to the shared services center, ensuring continuity and accuracy throughout.
- Delivered 95% KPI performance on payment settlements, ensuring accurate and timely processing across all transactions.
- Strengthened financial controls across the settlement function, identifying and eliminating process redundancies to improve overall accuracy.

Senior Settlements Analyst
Shell

August 2008 - June 2011
Chennai, India

- Supported the successful migration of the trading settlements process to the shared service center, maintaining accuracy throughout the transition.
- Settled freight, demurrage, port dues, and hub costs accurately and on time, resolving pricing and volume disputes with brokers.
- Supported internal and external audits, achieving zero findings across all reviews.

SKILLS

Voyage Claims Management | Claims Assessment and Settlement | Charterparty Analysis | Post-Deal Claims Processing | Cargo Loss Claims | Cost Control | Debt Recovery | P&L Management | Process Governance | Compliance Management | GTC Management | Charterparty Governance | Dispute Resolution | Contract Analysis | Contract Negotiation | Commercial Negotiation | Stakeholder Engagement | KPI Management | Process Migration | Marine Logistics | Shipping Operations | CAPEX/OPEX Reporting | Accruals Management | Payment Settlements | Salesforce