

Curriculum Vitae

MS. JOANITA PAVLU D'SOUZA
(M): 07208621232

Email: joanitad25@gmail.com

Career Objective: Intend to build a career with leading corporate of Hi-Tech and professional environment with committed and dedicated people, which will help me to explore myself fully and realize my potential, thereby contributing to the growth of the organization.

Professional Synopsis

Worked as an Executive Admin & logistics with Dalwin Marine Turbo Engg. Pvt. Ltd. Since Feb 2015 to Feb 2020.

- Handling Admin related work i. e. undertaking the tasks of receiving calls, take messages and routing correspondence.
- Handling executives' requests and queries appropriately.
- Making travel and accommodation arrangements.
- Keeping up with office supply inventory monitoring office supplies and research advantageous deals or suppliers.
- Screen and direct phone calls and distribute correspondence accordingly.
- Maintaining diary, arranging meetings and appointments and provide reminders.
- Organize and maintain the office filing system, knowing where every item belongs and putting things back when people move them.
- Scheduling and Organising meetings.
- Preparing shipping documentation and providing support in merging materials into single shipments, including crating and packing when necessary.
- Moving of materials to a warehouse location in preparation for shipment, and also conduct receiving activities.
- Tracking, receiving, and stocking all items ordered and ensuring materials are appropriately stored

Worked as Accounts Executive and Office Assistant in Dalwin Marine and Power Services Pvt. Ltd. Oct 2012 to April 2014.

Worked with Hinduja Global Solutions Limited as a Customer Relationship Officer since Oct 2011 till Sep 2012 for E-mail process.

Worked for TTML (TATA Teleservices Maharashtra Limited) as Customer Service Executive for Inbound Process (voice 2 years) and E-mail Process (2 years) through Andromeda Marketing Private Limited since June 2007 till June 2010 and through Ma-Foi Randstad Consultancy Private Limited since July 2010 till May 2011.

- Improved technical knowledge of Wimax and Wireline Broadband service.
- Knowledge of OCRM (Oracle Customer relations management), POS (Point of Sale).
- Handling Billing, technical and non-technical issue and co-ordinating for the same with regional teams and escalation desks to give resolution to customers.
- Improved Technical knowledge of Leased lines, International Private Leased Circuits and Internet Port Service (IPS).
- Knowledge of CRM.
- Handling Billing Issues, Co-ordinating with the Sales for various activities.
- Handled Corporate Customer Helpdesk, which involves Inflow of calls and Emails from top corporate & Enterprise business unit customers.
- Handled Complaint System Management, which involves inflow of service related complaints and meeting the set SLA's and achieving the best marks on voice of customers.
- Handling Queries of Major Customers with regards to Billing & technical complaints.
- Providing Technical Support to client through network engineers.
- Knowledge of ADSL, PRI, Lease Line and IPS products.

- Knowledge of Standard Wireless and Wire-line products.
- Handling C-SAT

Worked as Computer Operator with J. A. Jayawant & Co. from June 2006 to April 2007, preparing Agreements and all sorts of Court documents.

Professional Skills

Certificate Course in DOA (Diploma in Office Automation) and Proficient in Ms-Office, Word, Excel and Internet.

Academic Credentials

- ✓ T.Y.B.COM from Tilak Education College, Mumbai University. Secured 50%.
- ✓ H.S.C. from Tilak Education Collage, Mumbai University. Secured 60.38%.
- ✓ S.S.C from Rosary English School, Kolhapur University Secured 58.88%.

Other Certificate

- Appreciation Letter for completing the given task in time signed by the Manager.
- Top Gun Award for The month of March 2012 For Qualitative Performance.

Personal Details

Date of Birth : 30th April 1985.

Nationality : Indian.

Marital Status : Married.

Linguistic Abilities : English, Hindi, Marathi & Konkani.

Permanent Address : Room No. 592, Sector-12A,
Samata Nagar, Bonkode Khairne,
Navi Mumbai, 400709.



Date:

Place: Navi Mumbai

(Joanita P. D'souza)