



## *CURRICULUM VITAE*

### PERSONAL INFORMATION

**Name:** Mary Dsouza

**Date of Birth:** August 9th 1979

**Marital Status:** Married

**Address:** JRA Building, Flat 203, Close to Union Metro Dubai UAE

**Tel No:** (Mobile) +971502278260 **Email:** [marydsouza03@gmail.com](mailto:marydsouza03@gmail.com)

**Objective:** Obtain a Customer Service Management position where I can effectively utilize my Expertise in Customer Relations and Staff Leadership.

**Educational Background:** Pursued Bachelor of Arts (B.A) degree from Distance Education University of Mumbai March 2001

**Languages Known:** English, Hindi, Marathi and Konkani

**Hobbies:** Listening to Music

**Additional Knowledge:** MS Office (Word and Excel), and Type 30 WPM, Oracle & SAP

### CAREER PROGRESSION

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|---|-----------------------------|
| <b>Procurement Administrator</b><br><b>Ecolog International- DAFZA</b><br>Ecolog is a global provider of integrated service solutions supporting government, humanitarian organizations and private industry in their operations everywhere, every day. | <b>Aug 2014 to Dec 2014</b> |
| <b>Customer Service Administrator</b><br>Al Shirawi Facilities Management-Ras Al Khor- Dubai<br>Is the premier Facilities Management Service Provider in UAE<br>With a focus on commercial, residential, hospitality, industrial and retail projects.   | <b>Dec 2009 –Mar 2012</b>   |
| <b>Logistics Coordinator</b><br>Apparel FZCO- Jebel Ali- Dubai<br>Premier name today in the retail fashion industry   | <b>Jul 2007-Oct 2009</b>    |
| <b>Sr. Customer Service Associate</b><br>ICICI First Source- Mumbai<br>Leading global business process outsourcing (BPO) company  | <b>April 2005-Jul 2007</b>  |
| <b>Customer Service Associate</b><br>EFunds International India Pvt Ltd- Mumbai   | <b>Sept 2003-Apr 2005</b>   |

Leading BPO which provides excellent services in customer care (both voice and email process), transaction and back office operations

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### AREAS OF EXPERTISE

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- Customer Service Management

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### PROFESSIONAL EXPERIENCE

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#### **Procurement Administrator (Ecolog International, Dubai)**

- Created purchase orders in SAP for the acquisition of items (food & beverages).
- Liaised with suppliers and internal department swiftly with regards to the product and payment issues.
- Created inbound delivery in SAP once packing list is received.
- Received invoices & Packing List from suppliers and checked against Purchase order to ensure accuracy and for financial approval
- Provided routine administrative support as requested.

#### **Customer Service Administrator (Al Shirawi Facilities Management, Dubai)**

- Closely worked with residents/clients in terms of logging in their complaints and assigning technicians to perform the task.
- Focal point of contact between clients and property services maintenance section and to facilitate all maintenance related works.
- Generated work orders and sent out to shift technicians.
- Served as Front Office Executive.
- Trained and provided guidance to new comers in Customer Relationship Management system for complaints in Oracle.
- Assisted clients with their queries and handled all coordination in the department related to Annual Maintenance service contracts.
- Handled Oracle functions-Operated Oracle system to perform daily sales support and administrative work such as processing and booking of contracts, verifying contracts in Oracle system, invoices, handling Oracle related concerning contracts and Management report generation.
- Followed-up on renewal of contracts with sales department to assure processing in a timely manner.
- Coordinated other routine correspondences with accounts team.
- Responded to sales enquiries as needed.

#### **Logistics Coordinator (Apparel FZCO, Jebel Ali, Dubai)**

- Tracked, co-coordinated, and consolidated the incoming shipments with freight forwarders and dispatched to Mumbai, India.
- Primary contact for handling all queries related to purchase order in regards to schedules and shipment status.
- Ensured smooth processing of purchase orders.
- Communicated with freight forwarders with status of purchase orders, delivery confirmations and other issues as required.
- Liaised with Principal (Canada) for differences in prices and purchase orders not received.
- Resolved and handled issues in damages and discrepancies in stock.
- Coordinated with the freight forwarders for shipments (Air/Sea) and prepare all the related documents (Invoice, Packing list & Certificate of origin).
- Served as liaison between freight forwarder and Management.

- Provided frequent status on pending orders to management and Principal.
- Followed up with internal department like accounts ensure smooth functioning of the operations.

**Sr Customer Service Associate (ICICI First Source, Mumbai-India)**

- Day to Day duties included Authorizing and Printing mortgage offers.
- Coordinated with various staff for operational support activities.
- Ensured effective and accurate maintenance of database.
- Processed, compiled, and analyzed daily data and accrual in a timely manner.
- Recorded all relevant documentation in a neat, efficient manner and assessing quickly.

**Customer Care Associate (EFunds International, Mumbai-India)**

- Responsible for promoting home appliances, products to US and UK customers and converted inbound and outbound tele marketing calls to sales.
- Documented information, problem solving simultaneously while accurately performed multiple tasks (i.e. talking, listening, managing the pace of the call and maintaining focus on the caller).
- Handled customer concerns and complaints in a timely manner, keeping in view customer focus and image of the company.