



# AIDAN PETER BRIAN MENEZES

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## CAREER OBJECTIVE:

"To work in an IT Co-operate world and to continue to improve my knowledge and experience working within a highly skilled development team, and the willingness to pursue staff development and further my existing skills to meet the needs of the business.

EDUCATIONAL QUALIFICATIONS				
Subject	Board/University	College/Institution	YearofPassing	Rating
MCA	Mangalore University	AIMIT, St. Aloysius College	2018	First Class
BCA	Goa University	Rosary College Of Commerce & Arts	2015	First Class
PUC	Goa University	Shree Damodar Higher Secondary School	2012	Second Class
SSLC	Goa University	Shree Damodar Vidhyalay English High School	2010	Second Class

## Key Strengths and Abilities:

- Excellent conversational and interactive skills.
- Excellent command and fluency over the English languages, both written and spoken.
- Willingness to learn and implement.
- Ability and experience of working with a team and achieving desired targets together.
- Unmatched discipline and professionalism at work

## WORK EXPERIENCE:

### Frontline Managed Services (US Company)

“eBilling Specialist” 05thSeptember’2023 till 31stJanuary’2024

- Working for United States Law Firm Company “Dinsmore”.
- Creating eBills.
- Correction of eBills & Rejected eBills.
- Posting and invoicing eBills.
- Solving error, issues, warnings that arise during ebilling process.

- Checking and updating budgets.
- Submitting new budgets.

**Dulscot/ Qatar Airways (Qatar Duty Free):**

**“Till Assistant” 01<sup>st</sup>September’2022 till 11<sup>th</sup>April’2023.**

- Handling & interacting with +150 Nationalities at the Hamad International Airport.
- Greeting all customers in a warm genuine and friendly manner.
- Working as a part of a team in a busy distribution center, under the guidance and supervision of a line manager.
- Guiding customers to complex multi-channel offers.
- Meeting individual and team sales targets by maximizing sales.
- Providing high level of Product information about the required to the customers.
- Promoting offers, events and other bonuses in store.
- Replenishments of the goods at the store.
- Labeling goods that have arrived at the store.
- Keeping stock clean and presentable at all times, maintaining brand standards both at the front and back of house.
- Helping the clients according to their requisite needs with add-on sale.
- Process customer's transactions efficiently and must present the receipts at all times to customers.
- Handle money/ Credit Cards and any other form of payment in a safe, secure and responsible manner.
- Responsible for the cash variances at the end of the shift.

**Trudicon Consultancy Sercies Private Limited:**

**“Lead Co-Ordinator” 2<sup>nd</sup> March 2020 till 10<sup>th</sup> July’2022.**

- Co-Ordinator.
- Handling and assigning investigators work.
- Investigative work.
- Report checking.

**Pele’s windsong wooden Cotteges:**

**“IT Assistant/ Cashier I” 5<sup>th</sup> June 2018 till 10<sup>th</sup>July’2022.**

- Domain users, Users rights and permission, Group policies.
- Troubleshooting Network Problems.
- Interacting with the users and troubleshooting users issues and problem related to hardware or software.
- Keeping backup on the network drive.
- Migrating systems from Windows 7 to windows 10 platform.
- Checking and updating stock inventory of the resort.
- Preparing record sheets for the resort.

**Casher I:**

- Greeted customers promptly and courteously.
- Counted the money given by the customer and ensured that the change is accurate, if there is any.
- Facilitated the customers’ requests regarding changed or damaged items.
- Received payments from customers
- Provided assistance to store clerk by attending to customer requests.
- Prepared daily sales reports.
- Conducted physical inventory of store supplies on a regular basis.
- Introduced new products including promos to the customers.

- Inspected the receipts presented by clients for exchange items and ensured that the item to be replaced do not exceed the amount on the receipt.

### **ExpoGroup:**

#### **Data executive and IT assistant 19<sup>th</sup> November 2018 to 23<sup>rd</sup> December 2019**

- IT Assistant.
  - Interacting with the users and troubleshooting users issues and problem related to hardware or software.
  - Configuring Outlook, Skype, Microsoft office.
  - PC assembling, Installing Operating System, Configuring the system Softwares.
  - Basic troubleshooting of the network.
- Data entry Executive.
- Data Checking and Correction.
- Server Mailing.
- Digital Marketing.

### **Baywatch & Beach House:**

#### **Computer Hardware & Network Engineer from 26<sup>th</sup> February 2018 to 23<sup>rd</sup> May 2018**

- Setting up windows server 2008 as Domain Controller & adding client machines to domain.
- Domain users, Users Right Permissions, Accounts Policies, group Policies.
- Securing Files & Folders etc.
- Troubleshooting Network Problems.
- Interacting with the users and troubleshooting users issues and problem related to hardware or software.
- Worked as Technical Assistant in LUSOFONIA Games 2014 Goa.
- Worked as a Computer Hardware Technician at ORBITS Technologies.

### **COMPUTER SKILLS:**

<b>Platforms</b>	<b>Windows XP, 2000, 7, 8, 8.1, 10, Windows Server 2008, 2012</b>
<b>Development Tools</b>	<b>NetBeans, Visual Studio</b>
<b>Database Technologies</b>	<b>MYSQL, Oracle</b>
<b>Web Technologies</b>	<b>HTML5, PHP, CSS3, Bootstrap, JavaScript</b>
<b>Java EE Technologies</b>	<b>JSP, Servlet</b>
<b>Designing Tools</b>	<b>Photoshop, SmartDraw, Corel Draw, Adobe Flash, Adobe Dreamweaver</b>
<b>.NET Technologies</b>	<b>VB.NET</b>

### **CERTIFICATIONS:**

- Completed Computer Hardware Course at ORBITS Technology 2012 Goa.
- Completed SAP01 – SAP Overview at Rosary College of Commerce & Arts 2014 Goa.
- Completed SAP B1 – TB1000, TB1100, TB1200 at Rosary College of Commerce & Arts 2014 Goa.
- Participated in National Creativity Aptitude Test (NCAT)
- Course Completed in MCSA(Windows server 2008 and 2012)
- Certificate of Proficiency in Security training for seafarers with designated ship security duties.(24-09-2018 To 25-09-2018).
- Certificate of Proficiency In(10-10-2018 To 22-10-2018)
  - Personal Survival Techniques;

- Fire Prevention and fire Fighting;
- Elementary First AID; And
- Personal Safety and Social Responsibilities.
- Continuous Discharge Certificate(CDC) Government of India.

## **COMPUTER KNOWLEDGE:**

### **Technical Skills:**

- Computer Hardware Assembling, Installation, configuring & Troubleshooting.
- Installing, Configuring, Managing and Troubleshooting of (InnSeries).
- Installing, Configuring, Managing and Troubleshooting Windows Networks –Workgroup & Domain on Windows Server 2003 and Windows Server 2008 Platform.
- Experience in ERP software.
- Experience in Terminal/Tablet POS.

### **Operating System:**

- Windows Server 2008, 2012, 2016.
- Windows 2000, Windows XP, Windows 7, Windows 8, 8.1, Windows 10
- SQL Server 2012, 2014, 2016.

### **Hardware Installation:**

Printers, Scanners, Modems, Network PCI cards, Sound PCI cards, USB PCI cards, Wi-Fi access points, VGA cards, web cam, Projectors.

### **Microsoft Office(2003-07-10-13-16):**

- Preparing word documents for office use.
- Keeping hardware requirements Instock and Outstock details.
- Preparing presentations.

## **PROJECT ACCOMPLISHMENTS:**

### **Project Title:Ronnita CareTakers:**

**Duration: 3 Months/3 Days**

This website helps customers by providing them services for their daily household chores. Here the customer can book their services on the website for a particular day and time. The customers can choose from a variety of options like Sweeping, Mopping, Dusting, Cleaning etc.

**Role:** Designer and Database

**Technologies used:** HTML5, CSS3, JavaScript, Bootstrap, MYSQL, PHP, JSP, Servlet, XAMPP

### **Project Title: Spicy India**

**Duration: 6 Months/2 Weeks**

This is a E-Commerce website that deals with all kind of spices in india. Here the users can choose from different variety of spices that is available. Here the customers can choose from the best spice sellers that is dealt within India.

**Role:** Designer and Database

**Technologies used:** HTML5, CSS3, JavaScript, Bootstrap, MYSQL, PHP, XAMPP

## **EXTRA CURRICULAR ACTIVITIES:**

- First place in Code Debug at NOESIS 2015 Navelim Goa.
- Member of Computer Society of India – AIMIT Student Branch and IEEE Computer Society.

**DATE OF BIRTH** : 20<sup>th</sup> August 1994

**ADDRESS** :S/o Mr. Ronny Menezes  
H.No 121, Alto, Comba,  
Margao Salcette-Goa, 403601

**Current Address** : Al Satwa, Nesto Hypermarket Building

**Visa** :Visit Visa

**REFERENCES** :Mr. Abhishek Kohli  
Trudicon Consultancy Services Private Limited  
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: Mrs. Bhavna Agarwal  
Frontline Managed Services  
Xenia Building, Church Street, Defence Colony, Porvorim, Penha de França, Aradi  
Socorro, Goa 403521  
Cell: 7083393399

**DECLARATION:**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Margao, Goa, India

(AIDAN PETER BRIAN MENEZES)

Date: