

ALEC BRIAN DSOUZA

EDUCATION

VTU University

Master in Computer Applications

ABC CARGO AND COURIER

Currently working in ABC cargo as marketing and sales in in-charge for the last 12 months for 4 branches depending on shrinkage and attrition have a master in computer application degree from VTU University

OCTOBER 23 TO AUGUST 24

- Job qualities will be
- Packing ,forwarding loading and unloading of cargo scheduling packing planning of house shifting packing and scheduling vehicle for all different pickups based on time mainting cash flow in branch by collecting money for each pickup cash and credit depositing the money in account of company based on requirement following up pending payment customer and informing them to make the payment so we can despatch the shipement as the availability ,identying potential areas in Dubai for marketing and taking numbers of customer and doing followup and scheduling the pickup on time based on requirement,handling branch walkin customer after sales tracking and before sales queries generating new customers handling incoming call queries of the customer and doing the pickup based on the requirement .

July'22 to
October 23

DUNZO

- Handling and scheduling delivery partner of 5 states.
- Scheduling local pickups.
- Assingning delivery on Time.
- Responsible for evaluating, defining, gathering, testing and delivering Linux platform solutions.
- Handling and scheduling delivery partner. Scheduling local pickups. Assingning delivery on Time.
- Handling credit card based fraud for SIMPL,& Lazy pay . Handling fraudulent customers and taking action. Finding products on Realtime basis nearby to customer location. Providing end to end support to customer and partners. Providing support to partner in case if they have any issue related to payment ,locating the store ,item availability. Real time google maps mastery for locating a store. Handling high value customer. Checking for fraudulent customer and

JIO SMSL

April 21 -
June 22

- Handling and scheduling delivery partner.
- Scheduling local pickups.
- Assingning delivery on Time.
- Responsible for evaluating, defining, gathering, testing and delivering Linux platform solutions.
- Handling and scheduling delivery partner. Scheduling local pickups. Assingning delivery on Time.
- Handling Operation management strategic management Process excellence performance management Client relation ship management Helps overall business operation Responsible for effective management of staffing. Productivity SLA Quality control in operation department

CONTACT

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+971569439662

SKILLS

Leadership	●●●●●●
Management	●●●●●●
Team Work	●●●●●●
Mentoring	●●●●●●
Collaboration	●●●●●●

LATEST TECHNOLOGY

Interested in

- Digital marketing and finance.

PERSONAL INFO

Sex- Male
Marital Status-Single
Nationality-Indian
Religion - Roman Catholic
Languages Known- English, Hindi,
Kannada, Konkanni and Telegu
Visa status - Visit visa

EXPERIENCE

August 19 - EESL
April 21 Team Lead

- Handling and scheduling delivery partner.
- Scheduling local pickups.
- Assingning delivery on Time.
- Excellent organizational and time management skills.
- Ability to interact effectively with colleagues and customers.
- Assign daily Email targets and motivate the Team to achieve the daily targets.
- Prepare and review individual and team performance reports.
- Observation of service level and shrinkage metrics on a real-time basis.
- Leading the team to achieve the Service Level Agreement as specified by the client.
- A competent problem solver who can meet deadlines within a limited time frame.
- Diplomatic, positive attitude, and ability to perform tasks under pressure.
- Strong leadership with strong supervisory skills.
- Operations Management
- Ensure that all work done by the team adheres to all specified procedures, standards and relevant external requirements.
- Preparing review reports for the team. (Monthly review, Weekly review, quality & performance reports, and Analysis).
- Taken Initiative on Premium Customers Queries and created a LOB "Premium Desk"
- Manage the FRT and ART projects to meet the client's needs
- Working for Nykaa ECOM, handling damaged, defective, and change of mind returns and order missing product refunds.
- Was on a separate refunds team and was handling the refunds of 85 team members for approval.
- Working as a Sales Representative in an organization that deals with the sale of mutual funds, and financial planning.
- Feb 18 -Jun19 Mutual fund distributor
- worked as a distributor for reliance mutual fund selling the products across 18 PSU banks in 2 regions

I look forward to working in an environment where I can prove my multi-dimensional skills and contribute towards the organization's growth. I endeavour to take up challenging assignments, which demand responsibility and constant innovation.

CONTACT

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