

# ARVIN STEEVAN DSOUZA

Sales/Billing Coordinator

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Arvindsouza464@gmail.com



A highly motivated and detail-oriented professional with expertise in billing, sales coordination and financial management. Seeking a role where I can contribute to business goals while expanding my skills in a dynamic and growth-focused environment.

## SKILLS

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- Strong Team Collaboration
- Excellent Communication Skills
- Positive and Solution-Oriented Attitude
- Advanced MS Excel, Word, PowerPoint, Outlook Proficiency
- Experience with ZOHO Books, GST, ERP 9
- Proficient in Email and Internet-Based Communication
- Financial Reporting and Analysis

## PROFESSIONAL EXPERIENCE

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Sales Coordinator | Kamala Constructions, Mangalore, India

August 2023 - September 2024

- Supported day-to-day sales operations by coordinating the processing and documentation of sales transactions, ensuring smooth workflow and accuracy.
- Acted as the main point of contact for clients, responding to inquiries, providing product information, and resolving any issues related to sales and delivery.
- Developed and maintained detailed sales reports, tracking key performance indicators such as sales volumes, customer interactions and conversion rates.
- Organized logistics for product deliveries, collaborating with suppliers and clients to ensure timely and cost-efficient deliveries.
- Scheduled and facilitated sales meetings, preparing relevant materials and follow-up actions, ensuring that sales targets and strategies were effectively communicated.
- Provided administrative and clerical support to the sales team, handling tasks such as data entry, filing, and processing of sales-related documents.
- Supported the sales team in preparing proposals and contract documentation for client meetings, ensuring alignment with company guidelines.

## Billing Clerk (F&B) | Hotel Poonja International, Mangalore, India

April 2021 - June 2023

- Managed the daily billing operations for the hotel's Food & Beverage department, issuing invoices for services rendered to guests and event organizers.
- Prepared and distributed detailed account statements for customers, ensuring accuracy and transparency in all financial transactions.
- Followed up on outstanding payments, communicated with clients regarding overdue invoices and facilitated payment processing through various channels.
- Compiled monthly billing reports, analysing data to track payment trends and provide insights to the hotel management for decision-making.
- Assisted the accounting department by preparing financial reports that included income from F&B services, outstanding balances and payment projections.
- Worked with customers to resolve billing discrepancies, providing professional and courteous assistance to maintain customer satisfaction and trust.
- Collaborated with other departments, such as reservations and events, to ensure all charges were correctly captured and invoiced.

## EDUCATION

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- Bachelor of Commerce (B. Com), Mangalore University, India, 2021
- HSC-Milagres Pre-University College, Karnataka State Board, India, 2018

## PERSONAL DETAILS

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Nationality	:	Indian
Date of Birth	:	17th April 2001
Marital Status	:	Single
Visa Status	:	Visit Visa
Languages	:	English, Hindi, Malayalam, Konkani, Kannada, Tulu

## REFERENCES

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Available upon request.