



# PEARL DSOUZA

## CONTACT

- INDIA
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## SKILLS

- Microsoft Excel databasemanagement
- Courier management
- Appointment management
- Microsoft Office
- Customer assistance and interaction
- Front office management
- Issue handling
- Administrative support
- Team collaboration
- Email and telephone decorum
- Health and safety procedures
- Travel coordination
- Transport coordination
- Technical documentation management
- Record-keeping and bookkeeping
- Inbox management
- VIP guest experience
- Access control
- Open and clear communicator
- Customer services
- Internal department communication
- Sales data analysis
- Client retention strategies
- Customer queries
- Public speaking
- EnterpriseOne
- Sales support
- Data analysis
- Query management
- Shipment tracking
- Policy compliance
- Service trend analysis
- Finance services

## PROFESSIONAL SUMMARY

Detail-orientated and self-motivated individual with keen multitasking abilities. Confident in working independently, using initiative to complete tasks quickly, efficiently and with high degree of accuracy.

## WORK HISTORY

### RESPONSIBILITIES

- Performed administrative support tasks such as data entry, appointment scheduling and phone call screening.
- Expertly handled complaints and recorded customer feedback to enhance guest experience.
- Transmitted digital and printed documents to customers by post or email.
- Resolved minor customer issues and requests for information, escalating complex problems to line manager.
- Scheduled meetings for internal personnel, partners and clients using Scoro.
- Assisted administrative staff with special projects using file management skills.
- Reduced waiting times through effective time and resource management.
- Answered and helped resolve enquiries from clients, vendors and general public.
- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance.
- Provided clerical support to company employees, including copying, faxing and file management.
- Completed work following safety rules for best working practices.
- Attended Health and Safety training to ensure consistent adherence to warehouse safety policies.
- Picked, packed and dispatched high-volume orders, consistently exceeding warehouse performance targets.
- Reported issues and damages to senior warehouse staff, enabling prompt, effective resolutions.
- Listened closely to instructions, carrying out fast-paced picking and packing in line with targets.
- Minimized product damage, ensuring goods were correctly handled and stored to task specifications.
- Stored products in appropriate storage areas to maximize space within warehouse.
- Assisted with loading and unloading of vehicles manually and using machines.
- Inspected received merchandise for any damages or discrepancies.
- Sorted materials on warehouse racks and shelves.
- Received shipments and confirmed receipt of correct warehouse merchandise.
- Cleaned and tidied work areas to meet inspection requirements.
- Kept accurate electronic records of received and distributed merchandise.

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## PERSONAL DETAILS

Date of Birth / Age: 11/02/1985

Nationality: Indian

Passport: P1646066

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## LANGUAGES

English

Advanced

Hindi

Advance

Marathi

Advance

### RECEPTIONIST

ROYAL CARIBBEAN MANNING INDIA PVT LTD. - INDIA

Oct 2018 - Nov 2023

### MATERNITY LEAVE

2015-2017

### CUSTOMER SERVICE EXECUTIVE

FRAMEBOXX ANIMATION & VISUAL EFFECTS - INDIA

Mar 2012 - Oct 2015

### CUSTOMER SERVICE EXECUTIVE

RAMEE GUESTLINE HOTEL - UAE

Jan 2010 - Dec 2011

### CUSTOMER SERVICE EXECUTIVE

DREAGER MEDICAL INDIA PVT LTD. - INDIA

Dec 2008 - Nov 2009

### CUSTOMER SERVICE

SPINNEYS - UAE

Nov 2006 - Oct 2008

### CUSTOMER SERVICE EXECUTIVE

OVERTURE COMMUNICATION PVT LTD. - INDIA

Sep 2005 - Sep 2006

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## EDUCATION

FYBcom, 2006

University of Mumbai - India

Intermediate, 2005

Senior Secondary School Education - India

Matriculation, 2003

Secondary School Education - India

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## HOBBIES

- Learning new skills
- Social worker
- Travelling
- Singing