

Curriculum Vitae

EDWIN D' MELLO
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Objective:

Seeking for a position as Telephone Operator in Front Office where I can use my experience with a reputed

most respected organization, where I can apply my experience.

PROFILE IN BRIEF

Having 20 years experience in Administration / Logistics & Customer Service in the field of Freight Forwarding & Hospitality Industry in Abu Dhabi, UAE.

Worked as Administrator-cum-Operation Manager with M/s. HCF Co., Abu Dhabi, UAE

Worked as Documentation Clerk with Cavalier SA, (Freight Forwarding Co.), France.

Worked as Bell Boy (concierge) then Telephone Operator with Hotel Novotel, Abu Dhabi.

Worked with Hilton International, as Concierge Desk Staff.

Working in Movenpick Hotel Bur Dubai, as Telephone Operator / Guest Service Agent

Having good Administrative skills & strong sense of responsibility.

Experienced in Import / Export Documentations / LC / Customs Clearing & Freight Forwarding.

Well experienced in Warehousing / Routine Office works & Inventory Control.

Energetic and responsible natured & excellent in Customer Service.

Having very good command over English Language / Can speak Arabic & French fairly.

Experienced in MS Office / Opera / Can do Self-correspondence & having good speed in Typing.

Excellent Communication and having very good Public Relation skill.

Friendly, pleasing mannered and excellent in Public Relation.

Dedicated, disciplined & hardworking / Having Good Telephone manners.

EMPLOYMENT

Dec. '20 To date: Indigo Heights Hotel & Suites, Gulberg III, Lahore, Pakistan. (As Communication Officer)

Sept. '19 To Jun '20: Falett's Grand Hotel, Gulberg III, Lahore, Pakistan. (As Telephone Operator)

Jan'04 – Apr '18 : Movenpick Hotel & Apartments Bur Dubai, UAE. (As Telephone Operator / GSA)

Aug '02 – Dec '03 Imperial Suites Hotel Dubai UAE (As Telephone Operator)

1991 – '00 : M/s. HCF Co., Abu Dhabi, UAE. (As Administrator / Operation Manager)

1988 - '90 : Cavalier SA, (Freight Forwarding Co.), France. (Documentation Clerk)

1981 – '88 : Hotel Novotel, Abu Dhabi. (As Bell Boy then as Telephone Operator)

1980 - '81 : Hilton International, Lahore, Pakistan. (Concierge desk Staff)

NATURE OF JOBS DONE

Logistics / Administrative / Customer Service Functions:

Direct interaction with Local & Foreign Crew members / Boarding Vessels on arrival.

Handling the end-to-end process and the entire operation from the time of arrival till its departure.

Filing of the Records and Documents / Follow up of outstanding payments.

Handling Correspondence, Tenders, Offers and Documents.

Prepare Daily Reports and maintain the Daily Accounts.

Attending Customers friendly and finding their requirements.

Handling Warehouse maintenance / Corresponding with overseas agent.

Preparation of Quotations, Invoices, Purchase Orders, Accounts Statements, etc.

Liaising with the Clearing & Forwarding Agents, Customs, Central Excise.

Handling all computer related jobs / attending telephone calls and Customer enquiries.

QUALIFICATION

Secondary School Certificate Lahore, Punjab, Pakistan

Personal Details

Pakistani / Male / Date of Birth: 13-11-1962 / Single

Languages Known: English, Hindi & Urdu (good), Arabic French, (slightly),