



Jonathan Menezes

Customer Operations | Business Development | Logistics | Order Management

Performance-driven and hard-working professional offering more than 17 years of extensive experience in customer operations, sales support, logistics & supply chain coordination, and order management. Track record of extraordinary achievements in optimizing daily business operations, developing business improvement plans, increasing efficiency of production teams, and reducing operating expenses. Well-known for developing and implementing improvement plans, preparing accurate, detailed reports, and proactively participating in team meetings with Managers.

Expert in monitoring sales and communicating with customers to increase the quality of customer service and experience. Demonstrated commitment to customer retention through superior service throughout the order management process. Proven ability to exceed in high-pressure environments while fostering a team atmosphere and obtaining key business objectives. Highly experienced user of SAP R/3 Solution SD, MM, FI Module. Excellent analytical, leadership, multitasking, and problem-solving skills.

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CORE COMPETENCIES

- Customer Operations Management
- Project Coordination & Support
- Sales Support
- Supply Chain Management
- Logistics & Transportation
- Order Management
- Customer Relationship Management
- Financial Accounting
- Data Management
- Policy & Procedure Implementation
- Customer Satisfaction
- Performance Benchmarking
- Business Development
- Strategic Planning & Execution
- Cross-functional Collaboration
- Team Leadership & Motivation
- Liaison & Negotiation
- MIS Reporting
- Contracts Administration
- Customer Service/Satisfaction
- Client Communication
- Target Setting & Achievement

WORK HISTORY

Agfa Healthcare Solutions LLC - Dubai, UAE

Oct 2007 - Present

Customer Operations Specialist / Sales Support & Logistics Manager

Customer Operations | Sales Support | Supply Chain & Logistics | Order Management | Customer Relations

Responsible for overseeing all aspects of Order-to-Cash, Order Fulfillment, Production Planning, Supply Chain, Logistics & Transportation, Documentation, LoCs, Accounts Receivables, Credit & Collections, tender contracts, shipments, reporting, revenue & volume forecasting, and complaints resolution. Ensuring all orders are accurately processed in the SAP system and generating correct shipping instructions and invoices. Ensuring all orders are shipped and invoicing done on time. Recommending appropriate actions to benchmark satisfaction by identifying and analyzing weaknesses and areas of improvement. Confirming delivery dates, revising LoCs issued by the customers' banks, and communicating amendments accordingly. Preparing/monitoring account statements/credit notes/discounts and maintaining adequate internal controls on customer credit limits. Capably managing a small member team.

Additionally controlled Help desk processes/scheduling, IT project installations, OEM contracts & parts procurement, recording/resolving IT complaints, presenting periodic reports on call logs, spare parts order & warranties, resource planning, approving Time Sheets, Overtime sheets, etc. Coordinating the registration and invoicing of SMA contracts and handling the CMDB (Configuration Management Database). Maintaining accurate customer master file data to ensure quality order management and receivables. Maintaining customer pricing files and completing contract data entry. Attending to and resolving customer queries related to tender quotes, warranty claims, and requests. Maintaining updated data to analyze sales by customers aiming at customer satisfaction benchmark performance.

SCHOLASTICS

Master of Business Administration
- University of Wolverhampton -
Wolverhampton, UK

Bachelor of Commerce - Dempo
College of Commerce and
Economics - Goa, India

CERTIFICATIONS

Certified LC-UCP 600 professional
- AIBM, USA

Tejari, International Trade Finance
- Dubai, UAE

PERSONAL INFO

Date of Birth: 09.Oct.1984

Marital Status: Single

Nationality: Portuguese

Driving License: UAE

LINGUISTICS

English

Hindi

Konkani

- Point Person for the entire region, leading and coordinating all operational activities related to Sales, Finance, Production, Supply Chain, Logistics, Marketing, and Services.
- Liaising directly with the Accounts team to control receivables and invoices and with customers as required.
- Capably handling all order confirmations, LoCs, INCOTERMS, and Export Control-related issues.
- Building and nurturing lasting relationships with a customer base, ensuring smooth processing of their orders.
- Managing and following a systematic approach to record, evaluate, and report issues/opportunities/concerns raised by customers.
- Monitoring the entire supply chain and service contracts.
- Partnering with the Category Production department in Belgium-HQ for stock allocations in compliance with corporate policies & procedures.
- Leading all operations across Bahrain, Kuwait, Saudi, Iraq, Iran, UAE, Oman, Yemen, Qatar, Syria, Lebanon, Jordan, Pakistan, Afghanistan, and Kenya.
- Setting targets with Distributors along with quotations, price management based on market fluctuations, silver pricing, MSP, volume forecasting, quarterly business evaluation, etc.

International Communication Services - Dubai, UAE

Business Development / Project Coordinator

Jul 2006 - Sep 2007

Business Development | Project Coordination | Office Management | Meetings Management | Product Promotions | MIS

Assumed full responsibility for Sales, Office Management, and Business Administration on a daily basis and reported directly to the Managing Director. Facilitated the arrangement for meetings, both internally and externally. Provided assistance in formulating and implementing effective sales & marketing strategies and operational procedures. Played a key role in promoting/marketing the company's products to a client base via telephonic presentations and organized meetings and appointments with prospective clients. Generated and shared daily, weekly, and monthly reports on sales, targets achieved, and expansions with the management. Controlled invoicing and followed up on outstanding payments.

- Liaised with all Managers, including Project Managers, Graphic Designers, Web Designers, and IT Managers, for preparing and completing all assigned projects successfully.
- Distinction of building and maintaining a systematic database.
- Exhibited excellence and strong administrative skills in monitoring and supporting all processes by collaborating with diverse professionals of various companies related to the infrastructure to establish the new professional company.
- Created advertising opportunities for the company and achieved all goals set by the Manager, including sales targets, ensuring repeat business.
- Designed and implemented robust processes to support business growth.

Goa Marriott Resort - Goa, India

Sales / Customer Service Executive

Oct 2004 - Jul 2006

MPHASIS (M Source, a US-based company) - Bangalore, India

Customer Service Executive

Apr 2004 - Sep 2004