



# Joyston Lobo

Highly motivated candidate with a strong background in customer service, data entry, and administrative tasks. Proficient in handling a variety of responsibilities with precision and attention to detail. Demonstrated ability to provide exceptional service to customers, resolve issues efficiently, and maintain accurate records. Skilled in data entry, documentation, and administrative support. Seeking opportunities to leverage my skills and contribute to a dynamic team environment in customer service, data entry, or administrative roles.

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📅 18 November, 1993



## AREAS OF EXPERTISE

Customer Support

Client Relations

Problem Resolution

Data Entry

Typing Speed Accuracy

Data Processing

Data Verification

Administrative Support

Office Management

Calendar Management

File Management

Scheduling Meeting



## PROFILE SNAPSHOT

Proficient in managing incoming calls, responding to customer inquiries promptly, and resolving issues effectively to ensure high levels of customer satisfaction.

Skilled in data entry with a focus on accuracy and efficiency, capable of handling large volumes of data while maintaining precision.

Experienced in administrative tasks including document management, scheduling, and office support to streamline operations and enhance productivity.

Excellent communication skills, both verbal and written, with the ability to multitask and prioritize tasks effectively in a fast-paced environment.



## CERTIFICATES

Completed a comprehensive diploma program covering Microsoft Office applications: Word, Excel, PowerPoint, and Outlook.



## WORK EXPERIENCE

### Data Entry Operator (EDP )-Orion 10.6& 11j

MH enterprises LLC -Dubai ( UAE)

2021 - 2023

#### Achievements/Tasks

- Promptly generated picklists upon receipt of sales orders.
- Verified the accuracy and completeness of picklists to streamline order fulfillment.
- Worked collaboratively with the sales team to accommodate specific order requirements or modifications.
- Created and processed invoices, ensuring timely adjustments for customer changes.
- Maintained records and monitored daily delivery statuses, including undelivered invoices and pending sale orders.
- Organized and managed comprehensive trip sheets to optimize delivery operations.

### Office Administration

SN Maheshwari & Company

2017 - 2020

#### Achievements/Tasks

- Conducted thorough research and updated vital materials for the firm.
- Maintained precise and current records to facilitate efficient management.
- Monitored orders and coordinated dispatch procedures with meticulous attention to detail.
- Oversaw billing records with precision and accuracy.
- Offered client solutions and promptly addressed inquiries from suppliers.

## WORK EXPERIENCE

### Customer service-(BPO)

Cogent E services Pvt Ltd

2014 - 2017

#### Achievements/Tasks

- Responded promptly to incoming calls and customer emails.
- Addressed and resolved customer complaints, prioritizing satisfaction.
- Identified and escalated issues to supervisors for prompt resolution.
- Informed customers about new available services.

## EDUCATION

### Management in Business Administration(MBA)

Sikkim Manipal University , India

2017

### Bachelor of Commerce (B. Com)

St Aloysius College -Mangalore , India

2014

## PROJECTS

### Rural Banking in India (2017)

- Conducted an in-depth study on rural banking dynamics and challenges
- Roles included field research, data analysis, and proposing financial inclusion strategies.
- Developed a comprehensive report and presented findings to stakeholders.

### Customer Service for Two Wheelers in India (2014)

- Conducted comprehensive analysis and identified key challenges and opportunities.
- Roles included data collection, analysis, and collaborating with the team.
- Implemented changes resulting in a percentage increase in customer satisfaction.

## EXTRACURRICULAR ACTIVITIES

Organized and actively participated in various community service projects, demonstrating leadership, teamwork, and a strong commitment to social responsibility, contributing to positive social impact and fostering community engagement.

Actively participated in the Inter College Youth Expo 2011, showcasing innovative ideas and projects held at st Aloysius College - Mangalore , contributing to the event's success and highlighting creativity and teamwork

## SOFT SKILLS

Leadership

Communication

Time management

Problem solving

Interpersonal skills

Adaptability

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Kannada

Full Professional Proficiency

Konkani

Full Professional Proficiency

Tulu

Full Professional Proficiency

## PERSONAL DETAILS

Marital Status : Married

Nationality : Indian

Passport : N5962415

## REFERENCES

Milton Valentine Rebello - MH Enterprises LLC UAE

"Customer service representative "

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