

# MOSES CLINTON FERNANDES

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**VISA STATUS:** VISIT

**Languages:** English, Hindi, Kannada

**Marital Status:** Single



## Summary

A highly motivated and skilled professional with 2 + years of experience encompassing customer service, sales, coordination and teamwork.

A focused knowledge seeker has expertise in using Microsoft Tools and provides coordination to customer to their end-to-end requirement. Strategic collaborator, who has worked cross-functionally at various levels in the organization including Sales and Operations management. Recognized for ensuring high productivity, achieving organizational goals, and delivering business value.

## Core Competencies

- |                         |                     |                            |
|-------------------------|---------------------|----------------------------|
| ✓ Communication         | ✓ Customer Focus    | ✓ Customs regulations      |
| ✓ Time Management       | ✓ Sales Skills      | ✓ MIRSAL II                |
| ✓ Cross Selling         | ✓ Accuracy          | ✓ INCO TERMS               |
| ✓ Investment Perception | ✓ Negotiation       | ✓ AIR FREIGHT/ SEA FREIGHT |
|                         | ✓ Product knowledge | ✓ Attention to detail      |

- **Tools used:** SALES FORCE, CUSTOMER 360
- **COMPUTER SKILLS:** Microsoft EXCEL, outlook, office 365

## Experience

### CUSTOMER SERVICE ASSOCIATE

#### COGENT E SERVICES (SUBSIDIARY FOR BAJAJ FINSERV)

- delivered exceptional customer service by effectively addressing customer inquiries, concerns, and complaints.
- managed high-volume inbound calls, emails resolving issues promptly and ensuring a positive customer experience
- provided product and service information to customers, helping them make informed decisions, leading to increase in sales conversions.
- handled escalated customer complaints with professionalism and empathy, successfully de-escalating situations and retaining customer loyalty.
- Handling KYC operations and approving the documents.

### SALES REPRESENTATIVE

#### HONDA MATRIX (MANGALORE DIVISION)

- SALES FOR TWO WHEELERS AND FOUR-WHEELER
- COMUNICATING AND SOURCING CUSTOMERS
- PROMOTING BRAND VALUE BY CAMPING AT THE SITES
- MEETING EXISTING CUSTOMERS FOR UPSELLING.
- MANAGING RECORDS AND KEEPING TRACK OF SALES TARGETS
- PREPARING QOUTATIONS AND ISSUING PERFORMA INVOICES.
- FINALIZING THE QOUTE AND INVOICING THE CUSTOMERS
- FOLLOWING UP FOR THE RECEIVABLES
- GUIDING FIELD SALES REPRESENTATIVES FOR THEIR MONTHLY TARGETS.
- COORDINATING WITH DIVISIONAL OFFICES TO GET SUPPLY FOR THE OF VEHICLES
- NEGOTIATING WITH VENDORS FOR SUPPLY OF PARTS AND EQUIPMENTS.

## **Educational Qualification**

**MBA IN INTERNATIONAL BUSINESS (MANGALORE UNIVERSITY)-60%**

**BCOM – BACHELOR OF COMMERCE (SACRED HEART COLLEGE MANGALORE UNIVERSITY)-60.8%**

**PRE-UNIVERSITY COLLEGE (ST. MARYS PU COLLEGE)-70.00%**

**SSLC-MARYVALE HIGH SCHOOL, KARNATAKA SECONDARY EDUCATION EXAMINATION BOARD-79.36%**

I, Moses Clinton Fernandes hereby certify that the above-mentioned details are true and complete to the best of my knowledge.