

## RINA PEREIRA

971554239924/+918806390408  
rinapereira1315@gmail.com  
Deira, Dubai.

### SKILLS

- Cash handling ● Logistics
- Leadership ● Recruitment
- Multitasking ● CRM
- AI Chat GPT ● International Travel Reservations
- Service Operation

### Professional Summary:

Reliable seasonal professional with 13+ years of invaluable hands-on experience in Customer Relations, Analyzing and resolving complex Fraud cases in a corporate environment, Hospitality, and Administrative tasks, Eager to lend combined knowledge and skills to enhance business performance.

### ADDITIONAL EXPERIENCE

TRAVELOCITY - WNS Global Services Pvt Ltd US operations  
Senior. Customer Relations rep  
04/2007- 05/2008

- Expertly assisted customers with International Air, Hotel, Car reservations, ● Maintained accurate records, ensured compliance with airline regulations ● Provided timely and accurate information regarding reservations ● Trained and mentored new team members.

### WORK EXPERIENCE

Kakdoc/Kanz 24<sup>th</sup> February -Present Consultant UAE

- Handling visa, passport applications, insurance, trade license renewals, Emirates ID, medical, and establishment card renewals ● Drafting Tenancy Letters, contracts in coordination with the UAE Government portals, MOHRE, GDRFA, ICA/ICP, DED, DHA, RTA, and BLS.

Cuzineiro De Goa Supervisor cum Accountant 12/2023 - 02/2025

- Managed daily operations, cash flow, and reconciled bank statements ● Improved food cost control, leading to a reduction in expenses while maintaining quality service ● Hired staff and oversaw the front and back of the house

MamaMia23 Café Supervisor and Cashier 05/2021 – 11/2023 Goa

- Operated POS and managed cash drawer, ensuring accurate cash handling and daily reconciliations. ● Ensured food and beverages were prepared and served under quality standards and customer preferences, providing quality dining, hygiene, and safety ● Managed inventory

Hutchison 3 Global Services Pvt Ltd/Tech Mahindra Business Services Pvt Ltd 07/2019 –03/ 2021 Customer Relations **UK -Operations** India

- Managed complex inquiries and complaints, maintaining positive relations with clients ● Liaised effectively with cross-functional teams, delivery partners DPD, and Royal Mail to expedite issue resolution
- Mentored junior staff, enhancing team service quality

Office of the Minister & MLA for Labor, Employment, Fisheries, NRI Affairs Front office cum Computer operator 06/2015 – 04/2017

- Drafted letters and emails on behalf of the Minister ● Coordinated and scheduled appointments and meetings ● Maintained up-to-date records of various schemes, contact lists, and filing systems

Hutchison 3 Global Services Pvt Ltd/Tech Mahindra Business Services  
Internal Audit - Fraud Analyst/Customer Finance **UK Operations**  
11/ 2008 -01/2015

- Conducted in-depth investigations into financial anomalies and suspicious fraudulent activities. ● Monitored account statuses, ensuring payments were up to date, negotiating effective repayment plans
- Detected fraud trends, minimizing operational losses through effective analysis and a prevention process.

Zensar Technologies Pvt Ltd - Associate Primus Canada

January 2006 – March 2007

- Managed a high volume of outbound calls, successfully converting leads into sales
- Handled challenging customer situations with professionalism and poise
- Consistently exceeded monthly sales targets, maintaining top advisor rating

## EDUCATIONAL QUALIFICATION

Bachelor of Commerce - Business Management March 2003

## PERSONAL CERTIFICATION

- Diploma in Information Systems Management from Aptech Computer
- Education. Certified in AI and ChatGPT workshop
- Completed English typewriting course [40 w.p.m 2004]

## LANGUAGES

English, Konkani  
Native

Hindi  
Proficient(C2)

Portuguese  
Intermediate (B1)

Arabic, Spanish  
Beginner (A1)

References available upon request

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