



# WILFRED JOY DSOUZA K

## CONTACT ME



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Dubai

## SKILLS

- Communication
- Public Relations
- Teamwork
- Time Management
- Leadership
- Quick learner
- Critical thinking
- Technical Skill

## COMPUTER KNOWLEDGE

- Microsoft Office Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Access
- Tally ERP 9
- Basic Accounts
- Internet Skill
- QuickBooks

## LANGUAGES

- English
- Hindi
- Kannada
- Malayalam
- Tulu
- Konkani

## OBJECTIVE

I would like to associate myself with a well- established organization which would enable me to utilize all my skills and abilities to the maximum extent and there by contribute to the goals of the organization and enhance my knowledge to achieve personal growth.

## EXPERIENCE

### Merchandiser

2021-2024

#### West Zone, Hyper Market, Dubai

Experienced Merchandiser with 2.5 years of expertise in enhancing product visibility and driving sales. Proficient in designing compelling store displays, managing inventory levels, and analyzing sales data to optimize product placement and promotional strategies. Proven track record of boosting customer engagement and revenue through strategic merchandising and effective in store promotions.

### Cashier

2019-2020

#### JK Residency, Kannur (4 star hotel)

As a cashier at JK Residency, I efficiently worked in Finance department processed payments, managed cash handling, and handled credit and debit transactions. I was responsible for reconciling daily sales and managing the cash register. My role included providing excellent customer service, addressing guest inquiries, and ensuring a smooth check-out experience. Additionally I also collaborated with the team to streamline operations and improve the overall guest experience while handling high -volume transactions during peak hours effectively.

### Customer Care Service

2018-2019

#### Tata Sky, Mangalore

As a Customer Care Service at Tata Sky in Mangalore, I managed customer enquiries and resolved issues related to satellite TV services through phone and email. I provided detailed information about subscriptions, troubleshooting, and service upgrades, ensuring prompt and effective solutions. My role involved processing service requests, handling complaints, and maintaining accurate records of customer interactions. I also followed up on unresolved issues and escalated complex cases to Higher management to enhance overall customer satisfaction.

## EDUCATION

### Diploma in Indian Foreign Accounting, Kasaragod

2018

### Government Higher Secondary School, Kasaragod PUC- Commerce

2015

### Government Higher Secondary School, Kasaragod, Kerala- SSLC

2012