



## **Joseph Bruno Gomes**

SALES, PROCUREMENT, SUPERVISOR,  
COUSTOMER SERVICE.

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### **DUBAI - U.A.E.**

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Visa Status: Visit Visa

Availability **Can Join Immediately.**

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### **AIMS & OBJECTIVES**

To obtain a long-term career with an organization, which has a strong background, where I can put across more than 2 decades of my experience to the benefit and development of the Organization.

### **STRENGTHS**

- Having a history of long-term tenure with the organizations I work for, by developing an excellent rapport with my colleagues and my Management.
- Meticulous, motivated result-driven and hardworking, professional with excellent Customer Service skills.
- Possess good communication, interpersonal, technical, supervision and organizational skills.
- A solid team player, yet, the ability to work independently, confident, friendly, focused and patient.
- Excellent written and verbal communication, interpersonal, problem solving and organizational skills.
- Computer literacy; ability to understand and follow directions, able to do self-correspondence.
- Ability to handle multiple tasks independently and to work under tremendous pressure and emergencies.
- Creative.

### **WORK EXPERIENCE**

#### **DHA Al Nahda Centre – Dubai**

**Sep 15<sup>st</sup> 2020 – Nov 14<sup>th</sup> 2020 (60 Days On Visit)**

#### **– Sales Supervisor, Customer service.**

- Supervising the Sales Team. Guiding the Outdoor Sales staff. Monitor the floor see to the smooth flow of people coming in for medical. Maintain discipline and more.

## **Kiran Balani Electronics - Dubai**

**May 20<sup>th</sup> 2019 – Feb 2020 On Visit**

**(Temporary Job Helping with New Business Setup – Mobile Shop)**

### **Job Profile**

- Sourcing Phones, Accessories and Service Tools.
- Setup New Furniture & Display of Shop. Arranging Stuff.
- Sourcing Products for Sale Phones Accessories etc.
- Training New Staff as New in the U.A.E.
- Getting Sellers New Contacts Sharaf DG, Lulu, Eros, Harmon, Jumbo Carrefour etc.  
(Looking for Sp offers, Add-ons From them)
- Looking towards online Sales Noon.
- Buying, Cash collection, Banking and more.
- Pickup & deliver at times

## **Unisystems General Trading LLC – Dubai**

**May 2018 till April 15 2019**

**(Sourcing & Purchasing Officer, Sales Representative)**

Trading Company doing Office Supplies, IT Supplies,, Hotel Supplies, Marine Supplies, Networking, CCTV, Service Contracts Printers P.Cs. Rental and more.

Working with Clients Like CBRE (City Bank, Google, Snap Chat, Nissan, Ericsson Mars, Rani, Keysight etc.), Asterix (Bose, Huawei, Canon etc.), Hotels (Fairmont, H Hotel, Media One, Novotel, Nikki Beach, Cavalli Club etc.) Al Faris (Energy, Int) Al Aujan Oasis & International etc. Kewalram, Nakeel, Petrogas, Shapoorji, Transguard, Transmed, Marine (Seabed) and more

- Sourcing Clients Requests from U.A.E and Abroad.
- Sending Quotations.
- Taking Care of Orders and Payments.
- Looking towards Pickup and Delivery of Items.
- Visiting Clients Looking & Understanding to their needs.
- Monitoring outdoor Jobs i.e. Networking, CCTV, Electrical, Office Fit outs, etc.
- Jobs Assisted: Damac Trump Villa RNB (Motor city) Networking, Al Faris (DIP) CCTV, Snapchat (Media City) Glass work & Artwork, Google office (Nakheel) Glass & Door work, Ericsson (Nakheel) Networking & Electrical, Ericsson (Abu Dhabi) Networking, Huawei CCTV & Networking, Zuhoor Projector & Screen, City Bank Light works, Carpentry. And more.

## **Phone land Trading LLC - Dubai**

**April 2003 – March 2018**

**(Sales & Purchase Representative & Technician (Mobiles Computers & Accessories))**

A Retailing & After Sales Service Outlet, dealing with brands like (Samsung, Apple, HTC, Huawei, Motorola, Lenovo, Nokia, Sony, Mi, Lg Etc.)

- Providing sales assistance to walk in customers.
- Providing after sales service.
- Handling Export (Africa, Iran, etc.)
- Handling Telephone queries related to the products
- Handling Purchase of Phones & Accessories. (4 Years)
- Identifying and resolving technical issues and conducting software and chip level repairs.
- Storekeeping – Maintaining records of incoming & outgoing stocks.
- Arranging & managing shop floor and window display with the marketing staff.

**Salesperson. Technician & Marketing (Audio Video)**

- Assisting walk-in customer's queries and issues faced with regards to the products.
- Handling customers, problem calls and customer complaints with regards to products we handle.
- Provide sales assistance to the customer.
- Identifying and resolving technical issues and providing after sales service to the customers.
- Conducting chip level repairs.
- Assisting and looking into bill payment and bills receivables of the Company accounts.
- Co-ordinate with the team members and supervise effectively.
- Getting Service Contracts,

**EDUCATION**

- **High School from Holy Family High School**
- **Diploma in Electronics Engineering** course recognized by the Board of Technical Education Maharashtra - from 'Harshad Vartak Polytechnic (Vasai – Mumbai) in the year 1992 with a **First Class**.
- 11<sup>th</sup> from Sri Bagadka Collage
- Completed a course in **Software Upgradation and Chip Level repairs**.
- Have excellent working knowledge of MS-Office (Word, Outlook, PowerPoint and Excel)

**LANGUAGES**

Can speak and write fluently in English, Hindi.

Can speak Marathi, Konkani

**PERSONAL INTERESTS**

Music, travel, playing cricket, surfing the net in search of new information and to get intrigued by the ocean of information on topics of my interest. Also like to browse for new hardware & software information related to the telecom and electronics industry, a way of being in touch with tomorrow.

**MOTTO**

Believe in yourself and always give your best and the rest will follow.

**PERSONAL DETAILS:**

Date of Birth:	26 <sup>th</sup> July 1974
Passport	R2331244
Nationality	Indian
Driving license	Valid U.A.E. Driving License – manual
Religion	Christian
Marital Status:	Married
<b>Availability</b>	<b>Can Join Immediately.</b>

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