



JOSEPH FERNANDES

Administration Management | Performance Management | Client Relationship Management

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Passport Number: P0555441

Visa Status: Visit Visa / Visa Expiry: 29th April 2022

Nationality: Indian.

Address: Karama centre, Al Karama, Dubai, U.A.E.

Caste/ Religion: Roman Catholic -Christian

Versatile professional capable of managing multiple tasks simultaneously and meeting tight timelines. Focused on ensuring efficient office operations through effective management methods. Enjoying creative problem solving and getting exposure to multiple roles, and I would excel in the collaborative environment in which your company prides itself.

CAREER SNAPSHOT

- Results-driven and customer-oriented professional offering more than **three** years of cumulative experience in Customer Relationship Management, Administration Management, Process Improvement, Issue Resolution, Operations, and Quality Assurance verticals
- Skillful at maintaining high standards for overseeing the day to day operations; comprehensive capability in administrative strategies, policies, rules, and regulations
- Good knowledge in managing, leading teams for running successful process operations & experience in developing procedures, service standards for business excellence
- Expertise in developing and nurturing productive client relationships, ensuring customer satisfaction through addressing customer issues and providing solutions that reflect company characteristics and accurately resolve a client's concern
- Proven success in setting up new Processes and Policies, managing processes and accomplishing Customer Delight while ensuring compliance with quality standards, Operational Cost Optimization
- An articulate communicator possesses superior leadership skills with an innate ability to interact effectively with people of various cultures & backgrounds and succeed in high-pressure & deadline-driven environments

CORE COMPETENCIES

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|-------------------------|------------------------------------|-----------------------|
| • Operations Management | • Administration Management | • Team Management |
| • Reports Generation | • Escalation Management | • Account Acquisition |
| • Workflow Management | • Performance Management | • Records Management |
| • Risk Management | • Customer Relationship Management | • Grievance Handling |
| • Complaint Resolution | • Strategic Planning | • Conflict Management |

WORK CONTOUR

Careclub Pharmaceuticals LLP, India

Aug 2017 – Mar 2020

Senior Associate

Key Deliverables:

- Implemented and managed all import & export-related documents
- Responsible for tracking of Vessels & coordinating with Insurance companies
- Looking after bank payments and adhering to all the terms laid by the bank
- Liaison with other departments to establish and maintain effective import/export activity
- Communicated with export and import related authorities, customers, and suppliers in all relevant territories and countries to ensure efficient import/export activity

SCHOLASTICS

- Bachelor of Commerce from University of Mumbai, India
- **TECHNICAL SKILLS**
- Microsoft Office suite