

Priya Dennis Dsouza

Administrator

 priya16dsouza2020@gmail.com  <https://linkedin.com/in/priya-dsouza-35a26018b/>  +971588696768



Career Objective

10 Years' experience professional, seeking a position in any suitable field. Would like to utilize earlier experience and knowledge by contributing for the progress and advancement of the firm.

Worked as a Freelancer Fashion Designer for 5 years. After working on my startup I have gained a deep knowledge of customer acquisition and sales.

Technical Skills

Microsoft Application (Word, Excel, PowerPoint & Outlook), Basic knowledge of Graphic Designing (CorelDraw, Illustrator, Photoshop), Computer Typing Speed.

Key Competencies

Administration
Documentation & Reporting
Attention to detail
Addressing immediate client needs

Office Management
Planning for action
Problem solving skills
Detail oriented

Multiple Task Management
Providing added value
Office Assistant
Time Management

Professional Experience

Telesales Executive for du Telecom

TAM Marketing, Dubai

From 1st June 2020 – till date.

- Contact potential or existing customers to inform them about a product or service using scripts.
- Selling Du consumer's postpaid plans for individuals.
- Answer questions about products.
- Ask questions to understand customer requirements and close sales.
- Direct prospects to the field sales team when needed.
- Enter and update customer information in the database.
- Take and process orders in an accurate manner.
- Handle grievances to preserve the company's reputation.
- Go the "extra mile" to meet sales quota and facilitate future sales.
- Keep records of calls and sales and note useful information.

Administrator cum Receptionist

ASR Marketing Management, Dubai

From 23rd January 2020 – 30th April 2020.

- Answering incoming calls, taking messages and re-directing calls as required.
- Dealing with email enquiries. Data entry (Sales, Figures).
- Making Invoices and Quotations.
- PowerPoint presentations.
- General office management such as ordering stationary.
- Possibly maintaining company's social media accounts.

- Providing administration support to Sales representatives, Property Managers & Senior Management.
- Coordinating office activities and operations to secure efficiency and compliance to company policies.
- Assist with all internal and external HR related enquiries or requests.
- Maintain both hard and digital copies of employee's records. Assist with recruitment process by identifying candidates, performing reference management procedure.
- Produce and submit reports on general HR activity. Assist with payroll and HR Projects.
- Assist in recruiting, training and management.
- Co-ordinate with candidates and introduce them with the companies.
- Form filling and maintaining data of all candidates.
- Handling petty cash.

Scanning & Indexing Clerk (Project Based for Aster DM Healthcare)

Cube Innovators Technologies L.L.C, Dubai

From 22nd October 2019 – 22nd January 2020.

- Sorting and preparing documents for scanning.
- Indexing image documents.
- Scanning of physical documents to produce digital copies for retention of a company's record.
- Inspecting regularly quality and assuring smooth functioning of documents scanners.
- Check quality of scanned documents, compile scanned documents.

Administrator

Aide-et-Action India (an International NGO) Mumbai, India

From 15th March 2016 – 30th September 2018

- Handle administration requests and queries from Senior Managers.
- Write & distribute email and forms.
- Develop and maintain filing systems.
- Update & maintain office policies and procedures.
- Maintain contact lists, submit and reconcile monthly expenditure report.
- Facilitate community mobilization drive process with center and ensuring the required enrollment in the courses.
- Training of Microsoft applications (Word, Excel, and PowerPoint) and placements of Candidates.
- Support candidates in achieving sustainable livelihood skills.
- Establish good networking with reputed business establishments in respective sector.
- Maintain center in day to day activities.
- Case studies of candidates.

Customer Service Executive

VFS Global Pvt. Ltd. (For Govt. Project) Mumbai, India

From 1st April 2014 – 10th July 2015

- Resolve customer complaints in a prompt and professional manner, monitor customer care strategies, collaborate to ensure customer satisfaction.
- Maintain good relationship with clients. Greet customers entering establishments.
- Answer customer's questions and provide information on procedures and policies.
- Receive payment by cash, cheque, credit cards, vouchers or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and there is adequate change. Calculate total payments received during a time period and reconcile this with total receipts generated.
- Compute and record of total transactions & Maintain Receipt Register.

- Maintain entries of cheque received from applicants & at the end of the day to ensure that Cash & Cheques are tallied as per system generated reports.

Front Office Executive / Typist

Lawyers firm - Advocate & Notary (N. S. Pilankar), Mumbai, India

From 18th May 2010 to 24th February 2014

- Worked under the direction of lawyer & help them prepare for meetings, hearings & trials.
- Drafting legal documents such as Legal reports, Affidavits, Public notice, Marriage registrations & ensure the correct prepare work is filled with the courts within a specific time period.
- Worked directly with the Clients such as answering questions, scheduling appointments & making sure all courts requirements & met.
- To handle office duties, such as answering phones, managing inventory & accounting tasks.
- Various Types of Agreements, Notary.
- Maintaining Eligibility criteria documents.
- Drafting of Agreements, Affidavits, MOU, Development Agreements, Will, Partnership firms, Society Conveyance.
- Legal opinions for loan clearance with banks tie up.
- Handling and reviewing documents like Blue plan (building plan), NA (Non-Agricultural) land certificates & 7/12 Extracts.
- Visit to Sub Registrar office to pay Stamp duty fees & further procedure for registrations of Land

Personal Particulars

Birth Date	: 16 th August 1990	Gender	: Female
Civil Status	: Married	Spouse	: Dennis W. Dsouza
Father	: Pralhad B. Sorte	Mother	: Kalpana P. Sorte
Nationality	: Indian	Passport	: T5444766
Religion	: Roman Catholic		
Visa Status	: On Husband Visa		
Languages	: English, Hindi, Marathi & Konkani.		

Educational Background

- **Diploma in Fashion & Textile Designing from Adroit Institute, Mumbai (2010).**
- **Higher Secondary School Certificate (HSC) from Maharashtra Board, Mumbai (2007).**
- **Secondary School Certificate (SSC) from Maharashtra Board, Mumbai (2005).**

I hereby affirm that the information given above is correct and complete to the best of my knowledge.

Date :

(Mrs. Priya Dennis Dsouza)