

## PRIMA D'SOUZA

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### **Objective**

*An experienced professional seeking a challenging position in a competitive environment. I am looking for an opportunity to prove my abilities and contribute to an organization which will also aid me in my own personal career development.*

### **Specialties**

*Team player with strong interpersonal skills  
Good organizational ability, focussed with attention to detail  
Able to multitask and prioritize workload*

## **Employment History**

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February 2014 – September 2018 -

### **AFG Middle East Fze-Dubai**

Part of Arbonia Group, Switzerland  
Holding brands Sabiana – HVAC  
& Forster – Steel Profile Systems  
**PA to the CEO / Administrative Officer**

### **Job Profile:**

- Worked as a Personal Assistant to the CEO which involved:
  - Ensuring strict Confidentiality and exercising discretion of high profile and sensitive issues.
  - Screening phone calls, enquiries and requests, and handling them when appropriate.
  - Arranging conference calls for the CEO between the Head Office (Switzerland, Italy) and clients & distributors.
  - Handling all his personal correspondences.
  - Commissioning work and all relevant follow ups.
  - Managing his business diary.
  - Scheduling and coordinating internal and external meetings and ensuring he is well prepared for them.
  - Assisting him in research and acquiring information on markets.
  - Taking minutes of meetings.
  - Organizing his travel itinerary which includes visas, accommodation and transportation.
  - Meeting and greeting visitors at all levels of seniority.
  - Arranging accommodations for guests from the Head Office or clients arriving to the Middle East office.
- Managing all Administrative jobs of the company like:
  - Maintaining office systems, including data management and filing.
  - Handling of all correspondences, internal memos and announcements.
  - Liaising with the Government department at the Silicon Oasis with regards to employment & visit visas, labour cards and other government related jobs.
  - Organizing visas & travel arrangements for the staff of the company.
  - Liaising with clients, suppliers, distributors for projects, payments etc.
  - Planning, organizing and managing events.
  - Writing reports, executive summaries.
  - Organizing monthly wages for the staff and their annual leaves.
  - Handling couriers and postal services.
- Responsible for accounts of the company which included:

- Handling petty cash for the company
- Submitting monthly financial reports to the Head Office and outsourced Accounts Company.
- Dealing with the outsourced Accounts Company for audit purposes.
- Working with Banks for:
  - Preparing employee monthly incomes based on their sales reports.
  - Transferring funds from International to Local accounts and vice versa.
  - Payments to creditors, as and when required.

February 2011 – February 2013 -

**OPERA GALLERY DUBAI LIMITED**

*Leading international dealers & representatives of Modern and Contemporary Art.*

**Office Administrator/Sales Coordinator**

**Job Profile:**

- Reported directly to the CEO of the company.
- Responsible for all Customer Relationship activities that include:
  - Preparation of Sales invoices and Certificates on purchase of artworks.
  - Forwarding invoices to clients and following up with them on pending payments.
  - Arranging safe delivery of artworks to clients once payment is cleared.
  - Creating and maintaining client records and updating them regularly.
  - Informing clients on upcoming events and exhibitions.
  - Arranging documents for shipping the artworks bought by clients in other GCC countries.
- Stock related work involving:
  - Creating new stock records and codes
  - Uploading images for said stock to the central Database
  - Maintaining a current stock count on a regular basis
  - Updating stock records during the yearly audit
- Working with Logistics Company on clearance of artworks from Dubai Customs.
- Maintaining all internal & external filing with reference to:
  - Customer & Head Office (Paris) correspondences
  - Sales & Stock reports
- Handling incoming and outgoing shipments from artists, sister galleries and art houses.
- Responsible for all activities involving artist exhibitions that are held on a monthly basis.
  - Coordinating with Paris for catalogs and invites
  - Ensuring the catalogs along with invites is forwarded to all local – U.A.E. & GCC - as well as International clients via email & post.
  - Arranging for food and beverages to be provided during the exhibition.
- Working with banks – HSBC & ENBD for:
  - Preparing employee wages and commissions based on their sales reports
  - Transferring funds from International to Local accounts
  - Payments to creditors, artist, and art houses as and when required.

May 2008 – February 2011 -

**INTERNATIONAL AUTOSOURCE, Dubai, U.A.E.**

Branch of Overseas Military Autosource, U.S.A.

*The only vehicle buying program for US Military personnel stationed overseas*

**Customer Service/Sales Coordinator**

**Job Profile:**

- Responsible for the Customer relationship Management /coordination for their Key Client - **US Military**
- Handling their overseas orders via email and arranging delivery at requested customer site in U.S.
- Achieved Target of customer response time of 72Hrs on orders placed.
- Coordinating with the Team in New York to make sure orders were placed in a timely manner and for arranging shipment of orders to customers
- Attention to detail on customer requests that included :

- Efficient inventory management.
- Custom customer requests like color and spec. variations on various type of vehicles.
- On Time Delivery based on customer convenience.
- Maintenance of all external and internal correspondence related
  - Customers
  - New York head office
- Telephonic assistance on all customer queries related to the orders placed.
- Maintaining an efficient filing system with reference to the role

July 2003 – April 2008 -

**AL BOOM MARINE, Dubai, U.A.E**

*Responsible for the Oakley Warranty division for U.A.E. & all G.C.C. Countries*

**Customer Service / Warranty In-charge / Sales Coordinator**

**Job Profile:**

- Customer issue resolution and initial Point of Contact with regards to their sunglasses, apparel, watches and ophthalmic in Dubai and GCC (Saudi, Kuwait, Qatar, Oman, Maldives, Iran).
- Repairing sunglasses, ophthalmic and watches.
- Stock Management of about 10000 spare parts for sunglasses, ophthalmic and watches in the warehouse.
- Maintaining all the correspondence work with Oakley Inc. U.S.A.
- Maintaining all the filing work with reference to job orders.
- Handling all incoming and outgoing shipments for warranty repairs.
- Ordering spares parts for sunglass, watches from Oakley Inc and supplying them to dealers within Dubai and the GCC.
- Booking all shipments regarding spare parts of sunglasses, watches, and ophthalmic.

**Sales Coordinator:**

*Assisting the Regional Sales Manager for all Sales related functions.*

**Job Profile:**

- Placing orders for eyewear, Rx, Apparel, Accessories & Footwear with Oakley Inc.
- Maintaining correspondence with Customers in Dubai & GCC Countries.
- Preparation of orders for Customers in Dubai & GCC Countries.
- Document management including appropriate filing of all paperwork's & correspondence.
- Responsible for updating system with all codes and description for the new releases of eyewear, apparel and footwear

**Educational Qualifications:**

**1998 - 2001 Bachelor's Degree in Commerce** from Pune University, India

**1996 – 1998** Higher Secondary School Certificate from BYK College of Commerce, India

**1995 - 1996** Secondary School Certificate Examination, held by Kilbil St. Joseph's High School., India

**Other Professional Qualifications:**

2001.2002.1 **Executive Secretarial Course** through Clares, Bandra, Mumbai, India with the Typing Speed of 40 W.P.M and Shorthand Speed of 80 W.P.M. The Courses covered Secretarial Practice, Business Correspondence, Electronic & Manual Type writing, Accounts, Computers, Fax, Taking Dictations, Speaking and Personality Development.

**On Job Training Attended:**

**Nov 2006 RX APPAREL TRAINING at OAKLEY INC - USA**

Key Topics included:

- Product knowledge
- Business Review
- Marketing Strategies for the Brand
- Vision of Oakley in the future
- New models released (eyewear, ophthalmic & watches)
- New collection of Apparel released

**Computer Skills**

- Adept in MS. Office, Kerridge, AS400, Database and Apple MAC systems.

**Personal Details**

Date of birth - December 27th, 1980

Nationality - Indian

Marital Status - Married

**Valid U.A.E Driving License.**

**Languages Known**

English, Hindi, Marathi and Konkani.

**Strengths**

- Hardworking
- Sincere
- Customer Oriented.
- Excellent Communication Skills.
- Good Public relations.
- Principled with a confident attitude.

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