

PRIMA D'SOUZA

Mobile: 056-1077550

050-6962126

Email: prima.dsouza@yahoo.com



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

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 Co-ordinator

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.
