

Curriculum Vitae



RICKY FERNANDES

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Visa Status: Residence Visa

CAREER OBJECTIVE

A skilled, talented and professional Office Assistant with diverse experience in Administration and customer service. Looking for a challenging position in to utilize my skills and proficiency in a renowned organization. An effective communicator with good presentation skills, I am currently seeking for an opportunity with your esteemed company.

ACADEMIC CREDENTIALS

1. Diploma in Basic Electronics and Computer Hardware and Networking 2008
2. MCSE Course conducted on July 1st 2009 to October 30th 2009.
3. Skilled development program in Computer Hardware & Networking.
4. HSSC Arts – Goa Board (Second Class) Year 2007
5. Completed SSC – Goa Board (Pass Class) Year 2005

Organizational Experience

- 1.Princess Cruises (USA/CANADA/AUSTRALIA/EUROPE)
From 24th October 2014 – Till Date.
- 2.Techno world (INDIA)– from 18th March 2010 – 30th August 2014.
- 3.JP Computers (INDIA) – from 9th February 2009 to 1st March 2010.
- 4.Sysco Automation (INDIA) Internship- From July 2008 to December 2008

Princess Cruises

Administrative Secretary 3rd November 2014 till date

- Administration day to day tasks, handling internal calls.
- Store Handling for F&B department.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.
- Maintain receipts, records, and withdrawals of the stockroom
- Receive, unload, and shelf supplies
- Perform other stock-related duties, including returning, packing, pricing, and labeling supplies
- Inspect deliveries for damage or discrepancies; report those to accounting for reimbursements and record keeping
- Rotate stock and coordinate the disposal of surpluses
- Ensure adequate record keeping and manage all documentation to confirm proper stock levels and maintain inventory control
- Coordinate the handling of freight, the movement of equipment, and necessary minor repairs.

Techno world/JP Computers & Sysco Automation

Customer Service Associate (From July 2008 till 30th August 2014)

- Managing Inbound & Outbound Calls & Marketing.
- To Provide Accurate Information and Assistance to Customers,
This Includes Responding to Inquiries, Problem-Resolution And Selling Of Company Services.
- To Perform Administrative Support Functions Necessary for Efficient Station Operations.
- To provide customers with the highest quality service by providing consistent customer service.
- Hardware installation, testing, cleaning, troubleshooting, repair and maintenance.
- Experience in handling onsite services.
- Perform installation of network services, equipment, devices and configure them.

Personal Details

Date of Birth : 29th November, 1989
Marital Status : Married.
Nationality : Indian
Languages Known : English, Hindi and Konkani.

REFERENCES

Can be provided upon request. I assure to give my 100% dedication and give my best in the task that is being assigned to me and hereby agree that the above furnished information is true to the best of my knowledge and belief.

RICKY FERNANDES