**Domnic**

**Domnic.369411@2freemail.com**

***OBJECTIVE***

To pursue a challenging career in a progressive environment where learning innovation and creativity are encouraged, where my skills & knowledge can enhance to their maximum potential to contribute overall success and growth of the organization

***SKILLS***

I am person with positive attitude, self-confidence, quick learner, who works whole heartedly in each activity taken up and thereby achieve excellence. I consider myself to be a work –oriented person having assets of intellectual knowledge, sociability and a flavor to work in any atmosphere



***EDUCATION***

***SNAPSHOT***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | QUALIFICATION | YEAR | INSTITUTION | GRADE |  |
|  |  |  |  |  |  |  |
|  | GRADUATION IN HOTEL | 2013-2016 | MUMBAI UNIVERSITY | GRADE C |  |
|  | MANAGEMENT |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | HSC | 2012-2013 | MUMBAI UNIVERSITY | GRADE 2 |  |
|  |  |  |  |  |  |  |
|  | SSC | 2010- 2011 | MUMBAI UNIVERSITY | GRADE 2 |  |
|  |  |  |  |  |  |  |
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|  |  |
| --- | --- |
| ***WORK EXPERIENCE*** |  |
|  |  |
| **Customer Service** | **July 2016 – February 2017** |
| **DHL Worldwide India Express Pvt LTD** |  |

* Coordinating with Clients for shipment arrival and delivery status
* Attending calls and updating the transit time on system.
* Reporting to Customer Service Manager.
* Coordinating with overseas agent.
* Attend Training courses in order to rapidly increase my knowledge of DHL product and operation.
* Actively monitored and ensure timely delivery / picking up of shipment.
* Ensure understanding and fulfillment of customer need.
* Provide recommendations designed to improve efficiency of logistics service.



***ACHIEVEMENTS***

Manager of publicity and promotion department for college Festival Functioned as a member of housekeeping department for valedictory eve 2013.

Functioned as a member of food and beverage sevice in (ONAM) theme dinner in S.Y.B.sc(HS).



***PERSONAL DETAILS***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| NATIONALITY |  | INDIAN |
|  |  |  |  |
| DATE OF BIRTH | 22ND AUGUST 1995 |
|  |  |  |  |
| MARITAL STATUS |  | SINGLE |
|  |  |  |  |
| LANGUAGE | ENGLISH, HINDI |
|  |  |  |  |
| VISA STATUS | VISIT VISA |
|  |  |  |  |