|  |  |
| --- | --- |
| **Roopa**  Email: [roopa.378417@2freemail.com](mailto:roopa.378417@2freemail.com)  C/o-Mobile: +971505891826 |  |

**Professional Profile**

High energy result oriented professional with 14 years (7 years in Bangalore and 7 years in the U.A.E.) of full spectrum of Customer service, supply chain, logistics and warehousing, material management, procurement, administration, and project coordination experience. Providing professional customer support while, ensuring customer satisfaction and retention is a prime focus.

**Core Competency**

Highly motivated, multitasking, time management, effective verbal/written telephone and email communication, decision making and problem solving, planning and organization, analytical, quick learner, attention to detail, optimistic, ability to handle emergencies, negotiation/persuasion skill, goal oriented, committed team player with strong work ethics and integrity.

**Professional Experience**

**Nielsen Market Research Company Freelance Interviewer September 2016- Till Date** Nielsen Market Research Call Center which collect and deliver superior research data to provide clients with a better understanding of their consumers and markets.

* Listen to and accurately capture respondent answers over the phone
* Follow strict guidelines for obtaining consistent unbiased data
* Ability to meet stringent quality assessments standards and call monitoring requirements

**Unifix Scaffolding LLC - Sharjah Customer Service/supply Chain Officer (part time) July 2016- June 2017**

Unifix Scaffolding LLC is a supplier (sale and Hire) of Scaffolding and formwork system in the UAE and GCC.

|  |  |
| --- | --- |
| **Experience:**  Customer Order to delivery, complaint handling  Logistics and warehousing coordination (3PL)  Procurement, Administration and supervision | **Achievement:**   * Creation of all formats for delivery order, invoice for hire and sale. * Setting up Monitoring and review processes. |

**EMA Lubricants Co. Ltd. - Sharjah Customer Service Supervisor October 2011-Sep 2014**

EMA Lubricants co. Ltd. is an Exxon Mobil – GIBCA Joint Venture established in 1984 markets internationally renowned Mobil lubricants, greases and specialty products in the U.A.E. EMA experience and attention to customer services meets international standard of Exxon Mobil and offers professional supply service to existing and new customers.

|  |  |
| --- | --- |
| **Experience :**  Customer Order to Delivery process – sales order processing , quotations, Customer Complaint Handling  Purchasing and vendor management- quotations  Logistics, transportation &warehousing – own & 3PL  Inventory Management –demand planning  Quality Management System and Audits  Sales and Purchase contracts Management  Import Custom clearance and Export Documentation with legalization of documents and controlled testing process.  Monthly Continuous improvement process Review – compliances, processes and KPI  Managing internal and external Audits  Management of change process  Fixed assets management  Microsoft great plain Software for invoicing and reporting Well versed in V lookup and Pivot in excel | **Achievements**   * 100% order entry/invoice and delivery fulfillment as per guidelines and lead time. No product returns due to wrong invoice. * Better management of customer complaints through implementation of dedicated complaint handling process to cater to escalated grievances. * Effective vendor evaluation resulted in 25-30% savings and introduction of new vendors. * No inventory variances in 3PL and own warehouse due to monthly physical stock checks from floor to books. * Introduced revised processes, checklists and reviews for 3PL through revised 3PL contractual agreements which resulted in better coordinated service delivery. * 50-60% reduction in inventory provisioning due to the effective forecasting, order planning and monthly inventory reviews. * 100% accomplishments and compliance to the quality procedures as there were no comments in Quality Audits. * Drafted revised quality procedures and standard operating manuals for customer service and warehouse function. * 100% accuracy in fixed assets of the company and the assets at customer sites through yearly verification processes. |

**HARSCO (Quebeisi SGB)-Sharjah Sales Administrator August 2008-October 2011**

Harsco Infrastructure UK (Harsco Corporation) is one of the leading Scaffolding and form work Companies in the world.

|  |  |
| --- | --- |
| **Experience:**  Order Administration, knowledge of product and customer order pattern, high level of coordination and timely communication with sales, customers, logistics and warehouses, Securing and Obtaining Payments through Letter of Credit, Adherence to company policies and procedures, CRM Skills. | **Achievements**:  No wrong delivery though the product line, hire pattern of customer and delivery systems were complex,No error in LC documents, Successfully handled Key customers of the company simultaneously for sales and hire, without a single complaint from any account holder in 3 years. |

**SIGMA ENTERPRISES - Dubai Investment Park Sales Coordinator OCT 2007-July 2008**

SIGMA Enterprises LLC, is one of the leading trading conglomerates for Construction and Industrial sector in the GCC region including UAE over 30 years. SIGMA is wholly owned subsidiary of Mazrui Holding LLC.

* **Complete Order to Delivery Process** including raising Quotations follow up of quotations
* **The skills**: Attention to detail, time management, customer follow up and communication, flawless coordination with logistics, accounts and sales department. Oracle ERP software skills.
* **Achievements**: No product return due to wrong invoice, no stock out situations as accurate stock details maintained, flawless execution of customer order – no delay in delivery as per lead time.

**APSA Project Coordinator November 2000-March 2005** APSA (Association for Promoting Social Action) is a Bangalore based organization which works for the development of the marginalized section of the community, the civil society and the Government.

* Implementation of Juvenile Justice Act (JJ) and its Procedures in Bangalore along with Department of women and child Welfare committee in Children’s home. Counselor and core committee member within Children’s home Bangalore. Committee member of drafting JJ Act, Procedure along with National Law College Bangalore and Karnataka Govt.
* Project coordinator, trainer (JJ Act 2000), counselor in police stations (East of Bangalore) under UNICIEF

**DEEDS Project Coordinator October 1999-October 2000**

DEEDS (Development Education Society) a Bangalore based organization works with the marginalized section of the society for their development.

* Worked as a Project Coordinator for Prevention and Rehabilitation of HIV/AIDS intervention, which was in collaboration with the state intervention program KSAPS (Karnataka State Aids Prevention Society)Monitoring the team, Program implementation strategies and approaches, reporting, review and evaluation of the project and performance appraisal. Responsible for the organizing and delivery of the program in the community and to the target group.

**DIPTI Counselor and Office Administrator June 1998-September 1999**

DIPTI (Developing Integrated persons through Insight) a Bangalore based counseling and legal aid organization.

Worked as a School counselor in private schools, trainer for students and teachers, administration and accounting responsibilities of the organization.

**Four Wings International Travels Administration/Counter Staff July 1995-June 1996**

Four wings international Travel agency is a Mangalore based travel agency, which deals with international and domestic air ticketing and cargo services.

The responsibility included attending customers, guiding them with different options of travel, issuing air tickets, administrative and accounting duties.

**Qualification/Training**

* **1996 -1998 -Masters in Social Work**, from School of Social Work, Roshini Nilaya, Mangalore University,
* **1995 - Bachelors of Commerce** from Mangalore University, Karnataka, India.
* **One-year diploma in Computer Application** at LCC (Lakotia Computer Centre) Manipal udupi.
* Training on EFQM (European Foundation of quality Management) from Business Excellence department of Economic Department Dubai.

**Personal Details**

Date of Birth: 19-03-1975 Marital status: Married

Visa Status: Spouse visa /Valid Nationality: Indian

Languages Known: English, Hindi (can read, write and speak) Malyalam and Tamil (can Understand)

I hereby declare that the information given above is true and best to my knowledge.

(Juliana Roopa Dsouza)