**Resume**

**MELVIN**

**Melvin.383116@2freemail.com**

**Dubai, UAE.**

**Objective:** Aspiring for a challenging position that would enhance my knowledge and exploit my skills and bring success to my personal and professional life.

**Overview:** More than thirteen years of experience out of which eight years in UAE with core strengths in Front Office, Administration, Recruitment, Customer Service and Automobile. Ability to manage multiple tasks in pressured environment. Self-motivated and possess positive attitude towards work and the organization. Always been an active team player and worked with the team to achieve personal, team and organizational goal.

**Work Experiences**

**White House Dentistry**

(Worked as Front Desk Executive from May 2017 – July 2018)

**Job Profile:**

* Greet and welcome patients on arrival at the Clinic and provide them with appropriate information.
* Create welcoming environment upon patient’s arrival and dismissal, ensure reception area is tidy and presentable.
* Attend inquiries of dental treatment via phone, e-mails or walk-ins.
* Schedule and reschedule patient’s appointments, timely reminder to patients for their scheduled appointments and follow ups.
* Process patient’s payments (cash, cards, online transfer, cheque).
* Maintain calendar and schedule meetings of the Doctors.
* Manage filing and Case record keeping.
* Performing general administration tasks, such as photocopying, scanning, printing and sorting/filing.
* Assigning duties to ancillary staffs.
* Direct calls and messages to appropriate staff members, receive, sort and distribute daily mail/deliveries.
* Keep updated records of clinic expenses and income.
* Order office supplies, clinical instruments/materials and keep inventory of stock.
* Manage office maintenance for general repair and updates.

**Additional Responsibilities:**

* Oversaw complete administration of the new clinic.
* Ensured the completion of work before the opening ceremony of new clinic.
* Trained the new Front Desk staffs.

**National Car Rental - Division of Al Tayer Motors - Dubai**

(**Al Tayer Motors** represents Major European and American automobile manufacturers such as Ford, Land Rover, Jaguar, Lincoln, Ferrari and Maserati across the UAE.)

**(Worked as a Rental Agent/Front Desk in Maintenance dept. since Sept. 2012 to Aug. 2016)**

**Job Profile:**

* Worked on Autoline Software (Automotive Dealer Management System).
* Opening & closing of job cards in Autoline for vehicles which come for servicing.
* Generating daily maintenance fleet report in Excel from Autoline.
* Following up with workshop for vehicle status and delivery date.
* Arranging replacement car for Walk-In customers.
* Handling customer queries through direct Walk-in, phone and email related to their car maintenance & other inquiries.
* Updating customers on regular basis about their vehicle status and delivery date.
* Provide customer service that demonstrates courteous, friendly, helpful behavior while greeting customer, answering customer questions, and dealing with customer problems.
* Handling a team of drivers and assigning them work.
* Monitoring driver’s daily activity report & signing overtime slips accordingly.
* Petty cash handling and submitting bills to the accounts department for the same.
* Ordering batteries from parts department and maintaining stock of the same.
* Submitting accident reports to service advisor to carry out insurance process & repair work.
* Providing minor damage estimate to customers.
* Giving approval to tyre shops in Dubai and Abu Dhabi for changing the tyres of NCR fleet.
* Service booking with other car dealers for car maintenance.
* Coordinating with other car dealers for car maintenance status.
* Perform other duties and projects as assigned.

**AB Softsource Pvt. Ltd.**

(Worked as Sr. Research Executive/Job Posting Lead since Sept 2010 to Aug 2012)

**Job Profile:**

* In-charge of a team consisting of 3 – 6 research executive.
* Assigning the team with daily work target & monitoring quality of the work done.
* Performing Job search research for candidates from major job search portals like Indeed.com, Careerjet.com, etc. & various other job portals.
* Performing general internet search for finding jobs available on different websites

**Kapskot**

(Worked as aResearch Consultant from June 2009 till June 2010)

**Job Profile:**

* Screening Profiles of candidates as per the client requirement & shortlisting the same from international job portals like Monster, CareerBuilder.
* Performing Internet Research work & Web site mining as per the client requirement.
* Performing Passive candidate search from Linkedin and general internet research.

**eCybergurus Inc.**

(Worked as an Internet Research Executive from Aug 2008 till May 2009)

 **Job Profile:**

* Screening Profiles of candidates as per the client requirement & shortlisting the same from international job portals like Monster, CareerBuilder.
* Performing Internet Research work & Web site mining as per the client requirement.
* Performing Passive candidate search from Linkedin and general internet research.

**Net Employment Services Pvt. Ltd. (Formerly Staff Service Net Pvt. Ltd.)**

(Worked as an IT Recruitment Executive from Feb 2008 till July 2008)

 **Job Profile:**

* Screening Profiles of candidates as per the client’s requirement.
* Coordinating with candidates for scheduling the interview.
* Posting job on job portals like Naukri, Monster, Times Job & Jobs Ahead.
* Bulk Mailing on job portals for any client requirement.
* Data entry in the internal software of the company.

**Dubai Cable Company Pvt. Ltd. (DUCAB) Jebel Ali UAE**

(Worked as an Assistant Operator from June 2003 till June 2007)

**Job Profile:**

* Preparing the cable ends for testing.
* Preparing of cable sample for marketing department.
* Assisting in cable jointing training program.
* Participate & assist in all types of cable testing process in lab.

**Educational Qualification**

* Bachelors in Arts from Vinayaka Missions University in April 2015.
* HSC cleared from Bhartiya Shiksha Parishad in June 2010.
* SSC cleared from Maharashtra State Board in March 1996.

**Personal Details**

**Name :** Melvin

**Date of Birth** **:** 8th October, 1979

**Sex** **:** Male

**Nationality** **:** Indian

**Visa Status** **:** On visit Visa till 16th November 2018

**Marital Status** **:** Married

**Languages Known**  **:** English, Hindi, and Marathi

**Hobbies**  **:** Listening to Music and Singing