**Rosario**

Email: [Rosario.383896@2freemail.com](mailto:Rosario.383896@2freemail.com)

**OBJECTIVE**

To contribute in the Customer Service by the process of continuous learning & research, exploring new avenues and improving existing ones

To excel in my chosen field by utilizing my skills and abilities when working in corporate and team-oriented environment.

**Experience Summary**

An IT professional with **1.5 years of experience** in the IT industry.

Logistic specialist with **2.10 years of experience** in Air Imports & Exports Freight Forwarding Services

**PROFESSIONAL EXPERIENCE:**

**DHL Global Service Centre, Mumbai as Process Associate (Life Conex Monitoring Team)**

From May 2015 – Mar 2018.

**Job Profile**

* Communicating & updating the customers via system or software entries.
* Assist DGF to provide Pre-alerts documents of the shipment for processing.
* Verify docs received from the DGF Origin.
* Verifies and corrects errors in data to ensure accuracy of completed work.
* Co-ordinate with the Origin port / airport agents with respect to cargo loading/discharging operations & other updates.
* Maintain records including problem documentation and action taken; file management logs and similar data.
* Monitor daily cargo movements and follow-up through computer Software.
* Generating reports in excel.
* Client co-ordination via call or email.

**Advance Computer Services Ltd, Mumbai as Desktop Support Engineer.**

From July 2012 to October 2012.

**Job Profile**

* Worked for ACS LTD Under IBM Contract in Glenmark Generics Ltd.
* Technical Support to the team/company via remote access or by call.
* Handled End Users Daily Basis.
* Good Knowledge of Troubleshooting Desktop’s & Printers.

**Tata Consultancy Services, Mumbai as Application Support Engineer.**

From July 2010 – January 2011.

**Job Profile**

* Application support to the project associated with Byzan systems.
* Installation of Citrix web application on Thin Clients.
* Drive Mapping for end users on the web application.
* Microsoft Outlook installation & accounts creation on exchange web server for end users.
* Remotely providing service, formatting & maintenance of PC’s & thin clients.

**Siemens Information System Ltd, Mumbai as Trainer Desktop Engineer.**

From October 2009 – March 2010.

**Job Profile**

* Pc/Laptop formatting & installation.
* Inventory records of pc peripherals.
* Coordinating with customers through system software’s for PC/Laptop issue.
* Individually done calls with end-user.

**PERSONAL SKILLS**

* Excellent verbal and written communication skills, willingness to learn, temperament suitable for teamwork, hard worker.
* Knowledge of Customer Support Executive.
* Coordinating with Clients.
* Good Knowledge & etiquettes of communication via phone calls, emails, internal system.

**EDUCATION & ADDITIONAL QUALIFICATION**

* Diploma In-flight & Ground Staff Services (Mahatma Gandhi University), Mumbai (2014).
* Microsoft Certified System Professional, Microsoft Certified System Administrator (2009).
* Maharashtra State Board Examination through Royal Junior College, Mumbai (HSC) (2008).

**Strengths**

* Hardworking.
* Always ready to learn new technologies & skills.
* Like to take responsibilities.
* Experience of working under pressure.

**INTERESTS**

Listening Music, Playing Football & Cricket, travelling in new places, new gadgets, exploring new places, indoor & outdoor games.

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| **PERSONAL DETAILS** | |  |
| Date of Birth | : | May 31, 1990 |
| Gender | : | Male |
| Nationality | : | Indian |
| Religion | : | Roman Catholic |
| Languages | : | English, Hindi, Marathi & Konkani |
| Marital Status | : | Single |
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| Visa type | : | Visit |
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**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

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