



VEENA M. D'SILVA

CONTACT



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Al Nahda, Dubai/Sharjah,
UAE.

PERSONAL INFO

Date of Birth : 21st October, 1984

Nationality : Indian

Passport No. : W3182260

Date Of Issue : 01/08/2022

Date Of Expiry. : 31/07/2032

Languages Known : English, Hindi
Marathi & Konkani.

SKILLS

Communication

Multi Tasking

Efficiency

Problem Solving

HOBBIES

Music

Dance

Photography

Painting

Reading & Writing

ABOUT ME

Seeking a challenging job as a customer service representative, where I can be dedicated, motivated and do my best to fulfill my job role i.e providing your esteemed organization with extremely competent work services.

EDUCATION

- Appeared for T.Y.BCOM - March 2007
- Completed H.S.C - March 2004
- Completed S.S.C - March 2002

COMPUTER KNOWLEDGE

Operating System : Windows, Macintosh OS

Applications : Adobe Photoshop

MS Office

(Excel, Word, PowerPoint)

WORK EXPERIENCE

Worked with CellTech Mobile Phone Repair LLC. as a Customer Service Co-ordinator at Al Barsha, Dubai (UAE) from October 2022 till 31st March 2025.

- Worked with Smart Fix as Customer Service at Business Bay, Dubai (UAE) from March 2018 to September 2018.
- Worked with CELMETRO COMMUNICATIONS as Customer Service Co-ordinator at JLT, DUBAI (UAE) since July 2012 till November 2017.

Job Profile:

- Manage large amounts of incoming calls & Outgoing calls.
 - Generate sales leads.
 - Welcome, greet and interact with the client/customers personally or over the telephone and guide them of their requirements.
 - Generate and maintain records of the customer enquiries.
 - Provide accurate, valid and complete information.
 - Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
 - Handling stationary and other office documents.
 - Maintain the workplace in an organized manner and reception area to be neat & clean.
 - Managing of accounts payables and accounts receivables.
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- Worked with SKY LINK TRAVELS as Receptionist cum Accountant at MUMBAI (INDIA) from January 2009 to October 2011.

Job Profile:

- Attending all incoming and outgoing calls
- Organize incoming and outgoing emails
- Communicate with office employees
- Managing accounts & preparing sales invoices.
- Check and verify management reports and accounting entries of source document such as Invoice, or vouchers, debit and credit notes.
- Managing of accounts payables and accounts receivables.
- Assisting client with need to their ticket booking.
- Develop and maintain a current and accurate filing system.

I declare that the above information is true to the best of my knowledge and if given an opportunity I assure you of my quality services.