

# PEARL IDA FERNANDES

## ADMIN | CUSTOMER SERVICE



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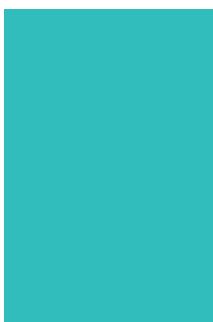
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Al Karama, Dubai, United Arab Emirates



## OBJECTIVE

To obtain a challenging position wherein I will learn and excel within the business field, and more specifically admin, logistics, receptionist and customer service. Easy-going, positive and patience, personality, responsible and can-do attitude, motivated and task/customer-oriented, have good communication and computer skill, capable to handle Microsoft.

## EXPERIENCE

### Sales Executive

Pact Employment Services - Derby Group, Al Karama, Dubai - UAE  
09/2023-12/2023

- Greeting customers over the call
- Tellectalling customers and doing credit card sales.
- Maintaining customer records.
- Doing customer follow ups.
- Doing justification
- Indoor sales
- Outdoor sales
- Guiding customers over the call while doing the process.
- Filling up manual forms.
- Filling up online forms.
- Maintained customer relation with card holders.
- Understanding and promoting company programs.

### Customer Relation Executive

Alcon Hyundai, Counto Automobiles Pvt Ltd, Porvorim, Goa - India  
06/2022-06/2023

- Greeting customers over the phone.
- Doing tele-calls to give customers service reminders.
- Resolving customer issues and complains.
- Building customer relationships.
- Booking service appointments.
- Coordinating with the drivers for pick up and drops of customers vehicles.
- Creating appointment list.
- Training newly joined employees
- Giving service reminders to customers.
- Following up with the booked customers.

### Receptionist

Megseed Pvt Ltd, Arpora, Goa - India  
02/2021-03/2021

- Greet and welcome clients as soon as they arrive at the reception.
- Direct clients to the appropriate person and handover them.
- Maintain a positive and friendly attitude.
- Explain the clients about the timeshare business.
- Fill up the manual form.
- Ensure reception area is tidy and presentable, with all necessary stationery and material.
- Maintain the files and other documents of the clients.

## CERTIFICATES

### Diploma In Computer Application And Tally

Alpha Computer Zone  
01/2018-03/2018

## PROJECTS

### Effectiveness Of Online Shopping - A Study Of Consumers In Bardez Taluka

06/2022-10/2022

Under Taken This Project During BCOM Degree

## EDUCATION

### BCOM

SV's Sridora Caculo College Of Commerce And Management Studies  
06/2019-06/2022

### Commerce

St.Francis Xaviers Higher Secondary School  
06/2017-06/2019

### SSC

St.Francis Xaviers High School  
06/2017-06/2016

## SKILLS

Data Entry

Customer Service

Professionalism

Handling Customers

Problem Solving

Good Written and verbal communication skills

Multitasking and prioritizing

Dependability

Familiarity with Microsoft Office

## LANGUAGES

English  
Native Proficiency

Hindi  
Professional Proficiency

Konkani  
Native Proficiency

## HOBBIES

Travelling

Music

Dance