



**ON VISIT VISA UNTIL
15th JULY 2024**

CONTACT



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TECHNICAL SKILLS

- Microsoft Office
- Outlook
- Symex
- SAP

SKILLS

- Attention to detail
- Critical thinking
- Good relationship-building skill
- Willingness to Improve
- Effective listening
- Time management
- Problem solving
- Analytical skills
- Flexible

CHRISCENCIA SEQUEIRA

HR ADMIN ASSISTANT/ COMPLIANCE EXECUTIVE / CUSTOMER SERVICE REPRESENTATIVE

PROFESSIONAL SUMMARY

Attentive professional skilled in supporting payroll, human resources, and compliance teams as well as communicating and relationship-building with direct customers. Detailed and focused for reliable results across administrative, HR, and compliance tasks.

WORK HISTORY

HR Admin Assistant (Dec 2021 – Jul 2023)

Noble Freight Services LLC - Jafza, Dubai, UAE

- Maintaining and collating attendance and overtime for both office and warehouse staff
- Sending Interview Invites in email and phone call confirmations for short-listed candidates
- Filling and maintaining employee records, annual/quarterly allowance requests, sick leave requests
- Helping coordinate with all HR engagement activities including monthly celebrations and events
- Scouting for vendors for various purchase requests, taking quotations from at least 3 vendors, comparing the quality and price, and preparing LPO
- Maintaining Excel to keep track of office messenger's day-to-day activities, reimbursement forms, stationary, pantry, fuel tracker for company vehicles
- Sharing monthly updates to finance on Salik and RTA fines
- Handling courier booking requests, issuance of JAFZA gate pass, coordinating for office/warehouse maintenance.

Customer Service Representative / Front Line Associate (Entire Branch Operations and Compliance) (Jul 2019 – Sep 2021)

GCC Exchange - Bur Dubai, UAE

- Specialized in all branch operations such as home remittance, WPS file processing, VAT payment, Pension payment, Money products such as instant cash and GCC remit
- Working with a team of CSRs and other departments to find appropriate solutions
- Providing primary customer support to internal and external customers.
- Under training as Assistant MLRO.

Compliance Executive (Jun 2015 – Jul 2016)

AMAZON – Bangalore, India

- Built 12 employee compliance team to address compliance program quality and provide operational support to management.
- Managed practical action plans to respond to audit discoveries and compliance violations.

ACCOMPLISHMENTS

- President of the employee engagement committee.
- Recognized for best customer service.
- Promoted as branch Assistant MLRO.

LANGUAGES

- English
- Hindi
- Kannada
- Konkani
- Tulu

- Specialized in solving product-related queries of sellers through email.
- Trained in handling busy schedules while meeting daily work targets.
- Finalizing product eligibility to go online.

EDUCATION SUMMARY

Diploma in Computer Education

IMS Technologies 2015

Bachelor of Commerce

Alva’s College, Mangalore University, India 2012 - 2015

Pre-University College (Commerce)

Jain PU College Karnataka Board, India 2010 – 2012

EXTRA ACTIVITIES AND CERTIFICATES

- Digital Marketing Certificate Course Approved by IAB Europe and The Open University.
- First Aid Training Approved by DCAS and KHDA.
- Fire Safety Approved by DCD and KHDA.
- Presented Mini Project on Customer Satisfaction of Bajaj Pulsar 200cc.