



**JOVITA
CHRISTABELL RODRIGUES**

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Manama, Kingdom of Bahrain

Nationality : Indian
Sex : Female
Date of Birth: 26/05/1995
CPR No : 950543411

Passport Details

Passport No: M6151356
Issue Date: 03-02-2015
Expiry Date: 02-02-2025

License Details

License No : 950543411
Issue Date : 20-12-2020
Expiry Date : 19-12-2025

LANGUAGES

English : Fluent
Hindi : Fluent
Konkani : Native
Marathi : Fluent
Arabic : Basic Arabic

CURRICULAM VITAE

Anod International Trading Co. W.L.L- Administration Manager. (Aug 2022 -Still working).

- Assisting with developing and implementing supply chain strategies that align with the company's trading objectives.
- Supporting procurement activities, including supplier selection, negotiation, and contract management, to ensure that the company obtains the best value for its spending.
- Collaborating with sales and trading teams to ensure that inventory levels are sufficient to meet customer demand while minimizing excess and obsolete inventory.
- Assisting logistics and transportation activities, including inbound and outbound shipments, to ensure timely and cost-effective delivery to customers.
- Building and maintaining relationships with suppliers and vendors, negotiating favorable terms and conditions, and ensuring that they are meeting the company's quality standards.
- Assisting with the supply chain budget, forecasting expenses, and reporting on financial performance to the Supply Chain Manager.
- Strong communication, problem-solving, and organizational skills.
- Understanding of trading operations and the ability to collaborate with cross-functional teams.
- Ability to work under pressure and prioritize tasks effectively.

Data city Technology Co. W.L.L Sales Coordinator cum Office Admin. (Nov 2020 – July 2022)

- **Daily and Weekly Responsibilities:**
 - Generates sales reports regarding the status of the department.
 - Maintains files systems and database of sales records.
 - Coordination with the Sales Managers and follow up on assigned customer leads and business prospects daily.
 - Maintain exceptional performance standards in customer satisfaction and closing customer leads.
 - Maintain open communication with management and other team members.
 - Build a thorough working knowledge of products, consumer demand, market prices & brand compliance.

WIPRO BPO LTD.

Customer Service – (Air Ticketing) – Feb 2019 – Aug 2020.

- Working as a customer service executive for Singapore.
- Department was ticketing and reservation.
- Booking the Pax reissue and revalidation.
- Pax willing to do changes in their tickets.
- Assisting the passenger in whatever guidelines we have in the empowerment guide.

EDUCATION

2013 – 2015

S.P.D.T College Mumbai University
Bachelor of Commerce in Financial
Markets

2010 – 2012

Milagres PU College Karnataka
University
Higher Secondary Education

2000 – 2009

St. John Evangelist High School
Maharashtra Board Senior Secondary
Education

NOV-2014 IITC -IATA

NOV-2021

The Fundamentals of Digital Marketing

SKILLS

- Basic Tally
- Communication skill
- Having Knowledge of SAP Business One and Quick book, Galileo software
- MS office, basics in computers Completed Dangerous Goods Regulation Basics Training.
- ARD and MARMS software

HOBBIES

- Singing
- Listening Music
- Traveling
- Playing Badminton
- Arrange travel and accommodations, and prepare vouchers.
- Keep updated records of office expenses and costs.
- Perform other clerical receptionist duties
- Reading Books

Dashing International Group LLC- UAE

Inside Sales (Dec 2016 – Dec 2018)

- Preparing Purchase order as per required quotation
- Checking the labor and immigration and posting the expenses in sap and quick book.
- Updating cash sales from the bank.
- Providing first level contact and required details to all the calling parties.
- Checking petty cash of all branches and store and booking the expenses in SAP.
- Booking of purchase invoices in SAP.
- Manual Checking of Sales Receipts received from Branches for Discounts and Special Offers to ensure correctness.
- Follow up with customers, provide feedback and see problems through resolution.
- Preparing the report of courses and vouchers of all the branches monthly basis posting in quick book.
- Preparing report of cleaning and beverages and post the expenses in quick book for financial. for a month.
- Downloading the sales report from Phorest, sorting the Service Sales and Retails sales based on the codes given in database and uploading them into Quick books on weekly basis.
- Releasing cheques to suppliers as per the cheque releasing schedule.

Livewell Aviation Ltd. (Emirates Airline – India)

Airline Reservation Agent / Customer Service Associate

May 2015 – Oct 2016

- Checking in the passengers by providing boarding pass and checking in the luggage in the counter
- Greet the clients the moment they step in as well as when they step out
- Communicate with Customers.
- Resolve Customer Complaints.
- Provide updates on Customer Documentation.
- Provide necessary information about the services.
- Keep records of inquiries by documenting into appropriate account.
- Build and maintain good relation with customers.
- Help around the ideas to improve customer experience, which in turn improves productivity of the company.
- Monitor, review, prepare and process documents such as proposal and contracts

EXTRA-CURRICULAR ACTIVITIES

- Participated in various cultural activities in college.
- Participated in various activities at Horlicks Vai School.
- Participated in dance and group singing shows and competitions.
- Placed 1st in badminton tournament

OBJECTIVE

Seeking a suitable position where I can utilize my experience and skill to contribute to the welfare of the concerned organization.

DECLARATION

I hereby confirm that the data furnished above are true to the best of my knowledge.

JOVITA CHRISTABELL RODRIGUES