



LUIGI MARK RODRIGUES

Visa Customer Service Officer

PERSONAL PROFILE:

An ambitious extrovert seeking opportunity in customer service, bringing to the table- 4 years of experience with a strong willingness to learn and grow personally and professionally. Experienced at building effective supplier-client relations and aiming for a challenging environment that requires creative problem-solving skills to achieve maximum profit with optimum utilization of resources.

PERSONAL DETAILS:

Date Of Birth : 02-05-1995



+973 3400 4738



luigi.rodrigues21@gmail.com



www.linkedin.com/in/luigiroids95

EMPLOYMENT HISTORY:

VISA CUSTOMER SERVICE OFFICER

VFS Global, Diplomatic Area, Bahrain
March 2018 - Present

- Facilitating documents, biometrics and photos to process Schengen and Singapore visa.
- Maintaining CRM; ensuring accurate and timely data entry into the system.
- Assisting premium / regular walk-in customers with the process in person and via telephone.
- Personally responsible for confidential documents to and from the embassy.
- Performing regular outbound courier dispatches of passports.
- Handling daily cash/card transactions and creating accountable reports.
- Recording feedback entries to ensure better quality performance.

CORPORATE CHANNEL DISTRIBUTOR & SALE EXECUTIVE

Nexcel Computer Solutions, Hoor, Bahrain
October 2015 - December 2017

- Built and managed customer database of over a 100 clients through cold calls, social media apps and emails.
- Attended client inquiries; including handling the sale of IT devices and deliveries to customers along with provision of customer care services and after-sales support.
- Provided support to the executive team through daily sales progress report along with handling social media accounts on various platforms for Nexcel.
- Conducted research and sourced brand-new products, as well as suppliers.
- Supported the technical team in sourcing equipment and assisted in the installation and configuration of networking infrastructure.
- Conducted administrative tasks, including the preparation of logistical quotes, purchase orders, delivery notes and invoices.

SURVEY CONDUCTOR (PART-TIME)

IPSOS W.L.L, Adliya, Bahrain
March 2014 - May 2014

- Conducted a telephonic marketing survey for a telecommunication company regarding the quality of various services.

KEY SKILLS:

- Certified Public Speaker
- Fluency in oral and written English
- Creative and Critical Thinking
- Team Management
- Negotiation
- Leadership and Communication
- Coaching and Quality Management
- Proficiency in Microsoft software such as Word, Excel, PowerPoint

ACADEMIC BACKGROUND:

GULF ACADEMY

Manama, Bahrain

May 2015

Completed A-Level Studies (Cambridge & Edexcel)

SACRED HEART SCHOOL

Isa Town, Bahrain

May 2013

Completed O-Level Studies (Edexcel, UK Board)

CORE STRENGTHS:

- Friendly demeanor and charismatic.
 - Exceptional in communication and organization skills.
 - Flexible and hardworking.
 - Dedicated team player; detail-oriented.
 - Possess the right attitude towards customer care and redressal of complaints.
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