



LOLITA TERESA PINTO

OBJECTIVE

Dedicated customer service representative driven to uphold client pleasure and support business success. demonstrated aptitude at building rapport with clients dependable and motivated with excellent time management and prioritization skills.

CONTACT

PHONE:
+971 547032388

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LolitaPinto27@gmail.com

KEY SKILLS

INVOICING AND BILLING
CUSTOMER RELATIONS TIME
MANAGEMENT ABILITYEXPENSE
REPORTING
CUSTOMER SERVICE ORIENTATION
COMPUTER PROFICIENCY BANKING
OPERATIONS
MS OFFICE
TALLY ERP 9
ORACLE
PEACHTREE

WORK EXPERIENCE

Designation: Customer Service Executive
Employer: Top Most Freight Solutions LLC
Duration: January 2023 to 31 JUL 2024

DUTIES AND RESPONSIBILITY

- Maintaining up to date data base of the contacts, freight rate sheet and the cost sheets.
- Daily quotation and customer follow up on sales quotes
- Preparing AWB.
- Attending incoming phone calls and enquiries.
- Updating the clients on daily basis for the shipments that are confirmed and in transit.
- Maintaining quote register and a follow up schedule.
- Sending the company profile to the agents and local customers on regular basis.
- Attending DG enquiries by checking the MSDS.
- Preparing invoices once the shipment is delivered to the customer.
- Providing exceptional customer service to the customers.
- Solving and helping the customers to resolve the issues.
- Tracking and tracing the shipments on different airline websites and vessel trackers.
- Providing the customers with best quotes within 24 hours from the time enquiry is received.

WORK EXPERIENCE

Designation: Customer Service Representative
Employer: First Flight Couriers
Duration: November 2020 to December 2022

DUTIES AND RESPONSIBILITY

- Reservations (normal booking, return service, cheque collection)
- Confirming of whether it's a cheque, documents, or package should be picked up.
- Inquire about local and international rates, as well as travel times for dox and shipments with dimensions.
- Responding to company's email.
- Dealing with angry customers on the phones and emails.

PERSONAL INFORMATION

 Date of Birth - 6th OCT 1996

 Nationality – Indian

 Languages- English, Hindi

 Marital Status-Married

 Religion-Christianity

 Hobbies -Team -sports

Travelling and Experiencing new

things

- Handling team express profile – preparing daily reports regarding to booking and ensuring the delivery for the shipments within a specified day.
- Handle inbound calls pertaining to customer queries, booking, and complaints
- Handle outbound call such as the dialer, Manual calls for local undelivered shipments
- Timely response to emails from the customers and internal departments
- Complete information pertaining to regulatory paperwork for export/import shipments.

ACHIEVEMENTS

- Awarded for highest call taker in front office department and team player for the month of December.
- Served as a volunteer for Innovative Introduction for Best Manager (2017), Escort (2016) and Volunteer for Treasure Hunt (2015) for the Inter-Collegiate Fest “PADUA VERVE” held in Padua College of Commerce and Management, Mangalore
- Won 3rd place in Shot Put and Long Jump held in St. Sebastian Church, Mangalore on the occasion of “SPORTS DAY”
- Participated in Young Christian Students Vaibhav (2012) held in Lourdes Central School Auditorium, Bejai, Mangalore
- Served as a Spiritual Secretary in ICYM and volunteer for Treasure Hunt of the Inter Parish Cultural Youth Fest organized by Catholic Action League, Mangalore
- Participated in singing, fancy dress and tug of war held in the college premises

EDUCATION

- Bachelor of Commerce

Institute Name: Padua College of Commerce and Management Mangalore

- Pre-University College

Institute Name: Padua Pre-University College Mangalore

REFERENCE

Reference will be furnished upon request

DECLARATION

I hereby declare that the above information is true and fair to the best of my knowledge and belief.