



Alwyn Dmello

PROFILE

A highly skilled professional with 10+ years of experience, seeking an opportunity with a positive outlook, problem solving skills and excellence career in Procurement, Customer Service and administration that offers an opportunity for continuous learning and rewards for shouldering more responsibilities and be part of a team in accomplishing corporate goals.

Personal Information:



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Achievements:

- Certificate A, B and C from National Cadet Corps at NCC, Mangalore (Sept 2004- Mar 2008)
- Promotion as Team leader & Employee of the month in BESCOM.
- Participated in China Furniture Fair from Al-Omar Furniture Company.

Education:

June 2004- May 2008:
Pompeii College, Mangalore India
Bachelor of Commerce in Accounting, Audit & Business Management

Advanced Accounts, ICA
Jan 2008- May 2008

WORK EXPERIENCE

BESCOM (Meru and G S Management Pvt Ltd) Team Leader and CSE (Aug 2018 – Dec 2022)

- Coordinating the unit call center operations and activities with call center management while monitoring the performance and providing feedback.
- Supporting team customer representatives with questions regarding phone calls they are handling and escalated those calls as necessary to bring the issue to a positive outcome.
- Created a weekly department evaluation report for management, and raising any problem areas in the department requiring attention and suggestions to resolve the issues.
- Assisting in training new associates, troubleshooting and problem-solving issues.
- Handling social media management platforms (Twitter, Facebook, Instagram, google website)
- Reporting: Preparing management reports based on requirement. And providing regular feedback to a team to assist with development, growth and appropriate adherence to guidelines, regulations, policies and procedures.

Al-Omar Furniture Company, Riyadh- KSA Procurement Cum Document Controller (Jul 2013 – Apr 2017)

- Achieved cost-effective procurement outcomes by establishing strong relationships with vendors and partners, and negotiating well.
- Market Research to find out various suppliers and exclusive products.

Skills:

- Leadership & team Management
- Analytical and organizational Skills
- MS Office, Excel, MS Ax Dynamics. Tally ERP, ERP Software
- Negotiation and Convincing
- Supply Chain Management & Logistics
- Documenting & monitor incoming and outgoing submitting and correspondence of all project related documents.
- Prepare PO and track the orders until it arrives to warehouse, and keep track of inventory.
- Process documents to open letter of credit, documentary collections, bank Telex Transfers for importing materials.
- Reports to Purchasing Manager. Assists in the Annual inventory and stock checks.
- Coordinates with all departments in the procurement of materials required in their operation.

**Cognizant Technology Solutions India Private Limited, Managlore
Process Executive (REO & LAS Tax Operations- Mortgage) (Jan 2011
- Dec 2012)**

Languages Known:

- English – Proficient
- Hindi – Native
- Kannada - Native
- Konkani - Native
- Tulu – Native
- Reviewed loan applications and assist home buyers seeking loans.
- Tracked down foreclosure deeds and handling all eviction process and code violation.
- Analyse data sets and helped companies make decisions based on findings.

**Bharti Airtel Limited (Shreya Enterprise), Mangalore- India
Admin & Front office Executive (Feb 2009 – Dec 2010)**

Passport:

No: S2323884

Expiry: 08-05-2028

- Performed various secretarial/clerical duties such as documenting, faxing, mailing, and organizing filing system. Organized the scheduling of meetings, conferences and events; distributed minutes for them
- Filed and recorded corporate documentation, electronic files, inventories and reports.

Visa Status:

Visit Visa valid till May 30, 2023

Date of Birth :

20th Oct 1985