

# DOMINIQUE SAMSON

## Senior Administrator



### CONTACT

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### EXPERTISE

Office Administration  
MIS Reporting  
Team Management  
Proj. Documentation  
Presentations  
Communications  
Time Management  
Microsoft Office

### EDUCATION

Bachelors in Arts,  
Pune University  
India

### SKILLS

Completed and certified on a YB Six Sigma project  
Appointed as the Lean SPOC and trained on Lean methodology  
Received Numero Uno Award for QAL (08 – 09)  
Received the Town Hall Award (Quality Rewards & Recognition) (08-09)  
Certified trainer for 5S/ Visual Factory (Lean) from WNS.

### PROFILE

A hands-on, multi skilled and dynamic administration and management professional offering over 20 years of proven skill sets in managing Vendors, Customer Service, Operations and Quality Assurance and office administration activities.

### PROFESSIONAL EXPERIENCE ( Dubai, UAE 7 years, Pune, India 15 years)

#### **AMLAK FINANCE PJSC, Dubai, UAE, April 2016 – Nov 2018 ([www.amlakfinance.com](http://www.amlakfinance.com))**

Amlak Finance, is a public joint stock company and the region's pioneer financial services provider based in UAE.

##### **Administration Officer – Vendor Management**

- Perform as functional bridge amongst external vendors as well as internal stakeholders.
- Coordinate all vendor management tasks inclusive of working with external vendors and internal employees.
- Ensure enterprise-wide needs for due diligence, risk assessment and continuing vendor monitoring are being accomplished.
- Help and coordinate vendor processes and methods to approve vendors.
- Ensure to track, measure, report and evaluate vendor performance.
- Provide administrative and clerical support to departments for efficient functioning of the organisation.
- Participate to formulate workflow processes, methods and policies for applying vendors.
- Ensure to collaborate with vendor partners effectively manage plus contracts are completely leveraged.
- Prepare processes for as well as manage analysis, selection and transition.
- Preparation of the departments KI MIS on monthly basis.

#### **SKYCOM EXPRESS LLC, UAE ( [www.skycomex.com](http://www.skycomex.com) )**

International and domestic shipping, courier, warehousing, and online shopping specialists

##### **Assistant Manager Customer Service Jan 2014 -till April 2016**

Managing a team of 25 agents (Inbound, Outbound (Track & Trace)/Key accounts and Imports).

- Managing the Inbound team, Outbound team, Key accounts, Import Desk, Maintaining DDP records for the month, sending to accounts department for billing, handling of Ship Ace Customer Service Team.

## REFERENCES

On request

## PERSONAL

Languages ( R/W/S ) :  
English, Hindi and Marathi

Marital Status : Married

### **SERVOCHEM LLC, DUBAI, UAE ( [WWW.SERVOCHEM.COM](http://WWW.SERVOCHEM.COM) )**

Servochem is a U.A.E. based global distributor and trader of commodity chemicals, established in 1982.  
**Executive Assistant –Managing Director October 2011 – till November 2013**

- Complete management of the Managing Director's office, monitoring marketing and sales, preparation of MIS reports, sales targets, liaison with Government.

### **DSK SUPINFOCOM INTERNATIONAL CAMPUS, Pune, India**

**Manager Analytics, September 2010 – September 2011**

- Responsible for the Marketing related Office work, and ensuring that we meet the target for the admissions in the various schools. Preparation of the reports of the complete sales and marketing team.

### **WNS GLOBAL SERVICES (P) Ltd, Pune, India ( 2005 -2010)**

**Assistant Manager - Quality Assurance as at June 2010**

WNS Global Services manages back office Enterprise services, finance and accounting operations.

- Vertical worked: F&A – Accounts Payable and Enterprise Services assistant
- Processes worked for: *Centrica (UK)*, *MMC (Marsh & McLennan Companies, United States – Chiquita, worlds No1 banana company in Costa Rica*
- Was responsible for the deployment of quality assurance process and initiatives across all transitioned accounts as well as ISO and Training. Certified Yellow belt.

### **MPHASIS BPO SERVICES, Pune, India**

**Customer Service Executive, November 2003 - November 2005**

**Processes worked for:**

- Brightview (UK) an internet service provider for UK for various internet providers like Freenetname, Madasafish, Waitrose etc.
- Responsible for providing internet resolutions to customers for making payments and account transactions online, on line registrations, was selected to train the retention team.
- Was sent to London U.K., for additional training

### **MIRC ELECTRONICS LTD, Pune, India.**

**Customer Service Executive, September 1995 - June 2003**

- Responsible for Client Servicing, customer complaints and feedback and assisting dealers to provide excellent service for customer satisfaction

### **M/s BRAMHA BUILDERS Pune, India.**

**Office Assistant, October 1989 - April 1994**

- Responsible for handling the Reception and daily office work