

# Xyrone Dave Canteras

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Al Rigga Plaza F Block

Deira Dubai, U.A.E.



## CAREER OBJECTIVE:

To seek a challenge within an esteemed organization, where my skills and experience will enhance customer satisfaction, organizational success, and my personal growth.

## Personal attributes & other skills

- ❖ Efficient in handling multiple tasks, flexible and versatile.
- ❖ Has passion for learning new skills and working in the field.
- ❖ Positive working attitude to meet schedule demands.
- ❖ Have passion for delivering professional & friendly service.
- ❖ Trustworthy, responsible, motivated person and customers oriented
- ❖ Has a dynamic and charismatic personality character and has leadership skills.

## Customer Service Administrator (August 2021 – Present)

**GULF AGENCY COMPANY (GAC) LLC, Jebel Ali Free Zone, Dubai**

- ❖ Process Export/Import related customs documents as per Customs Regulations to obtain documents, COO (Certificate of Origin), BOE (Bill of Entry) and etc. within timeframe to avoid charges.
- ❖ Schedule and coordinate Import/Export based on customer needs and priorities. Ensure transportation, storage and on time delivery according to agreed standards.
- ❖ Process principal's orders through GACWARE and maintain accuracy of data inputs, minimize errors in increased order entry.
- ❖ Respond timely to all customer claims to ensure fast solution resulting to customer's satisfaction. Report, analyze and solve claims promptly and effectively.
- ❖ Escalate issues promptly in case of complaints or other services related issues and understand critical situations so that actions can be taken to avoid major service failures.
- ❖ Coordinate the daily schedule with Operations and information on daily requirements to transport team. Ensure all goods and transport capacities are available, arrival/departure delivery are executed as scheduled.
- ❖ Monitor and track shipment continuously until reaching on their destination, note delays and inform consignee.
- ❖ Maintain storage of files to ensure that required data is available by request of customers. Record information accurately and systematically.
- ❖ Maintain proper and effective communication with all related internal departments.
- ❖ Display proper phone courtesy to customers and colleagues, communicate politely and clearly. Exhibit professional phone etiquette and presentation.

**SAP Experience:**

- ❖ **SAP EXPERTISE** Overall knowledge (business process, configuration, integration) of SAP Process, replenishment, goods movement processes, including purchasing requisition and purchase order processing.
- ❖ **SAP Retail** experience including reporting and merchandising, desired.

**Certificates:**

- ❖ GAC Cyber Security Awareness - CSA 2333

**PERSONAL DETAILS:**

**Date of Birth :** 07 February 1998

**Status :** Married

**Nationality :** Filipino

**Visa Status :** Employee Visa

**EDUCATIONAL ATTAINMENT:**

**Tertiary :** KIM HAROLD COMPUTER AND TECHNOLOGY SCHOOL  
Computer Technology: ICT – Computer System Servicing NC II  
(2016 – 2018)

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*



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**XYRONE DAVE CANTERAS**  
Applicant