

EVITA TEREZA FERNANDES

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Personal Statement

A highly motivated and hardworking individual, seeking employment to start a successful career. Has a methodical approach to working and an eagerness to learn and develop skills. Eventual career goal is to become fully qualified and experienced in business.

Professional Skills

- Advanced problem-solving and numeracy skills
 - Accomplished and fluent communication skills, both written and verbal in three languages English, Hindi and Konkani
 - Ability to take the initiative and work well under pressure, making sure strict deadlines are met
 - Flexibility, while maintaining enthusiasm and commitment to assigned project
 - Proficiency in Office 365 – Outlook, Word, PowerPoint, Excel, etc.
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Professional Strengths

- Respectful friendly and supportive approach
 - Clear and honest communication
 - Flexible and understand changing priorities and situations
 - Punctual and reliable
 - Confident and focused
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Education

- **University of West London – United Kingdom (2017 – 2018)**
BA (Hons) Business Studies – Level 4
 - **Fr. Agnel Multipurpose Higher Secondary - Goa, India (2015 – 2017)**
Higher Secondary School Education in Commerce – (HSSE)
 - **Navy Children School - Goa, India (2011 - 2015)**
Secondary School Education – (SSE)
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Professional Experience

- **Customs Broker ~ JPGL**

(June 2023 – Ongoing)

- Create Customs declarations ensuring correct codes / schemes used for both import & export in Descartes.
- Create transit documents and ensure Customs compliant.
- Prepare all paperwork for export, including raising airway bills.
- Liaise with customers and suppliers to obtain relevant paperwork.
- Arrange transport for both international and domestic from start to finish, updating on status and final POD.
- Cost and provide quotes for all enquiries, offering advice on transit and Customs formalities.
- Deal with any Border Force enquiries.
- Create records and ensure conformity of ETSF facility.
- Co-ordinate day to day schedule for drivers & use of subcontractors.
- Load and unload vehicles when necessary, keeping record of goods in warehouse.
- Finalise file checking charges in preparation for invoicing.
- Pick and pack organisation.
- Undertake reasonable requests from managers in line with the range and scope of the post.

- **Imports & TIR Operator ~ Advantage Worldwide (UK) Ltd (AWL)**

(November 2022 – May 2023)

- Monitoring and booking incoming sea/air/road freight pre-alerts in shared mailbox.
- Providing timely notices to customers with latest information about their cargo.
- Requesting necessary documents for custom clearance purpose, i.e., commercial invoice, packing list, COO/DG certificates etc.
- Custom clearing shipments on CDS in Multifreight.
- Carrying out necessary post clearance amendments as per customer instructions.
- Requesting pin or badge release upon receiving telex/surrendered/original copy of bill of lading depending on the destination port.
- Releasing and booking haulage delivery with company approved hauliers.
- Accruing supplier charges to the customer account and invoicing service charges to the customer.

- **Backline Query Agent (Imports) ~ DHL Express International Ltd**
(September 2021 – August 2022)
 - Provide a timely and quality resolution to enquiries to DHL customers.
 - Submit post clearance amendments of Imports to Her Majesty's Revenue & Customs.
 - Liaise with customer & HMRC to submit supporting document along with C285s for overpayment and C18 in cases of underpayment of custom duties, VAT and excise duties.
 - Prioritize workload on a daily basis ensuring monthly targets are met.
 - Adhere to custom imports procedures to carry out specific type of amendment.
 - Check entries made on CDS to reflect the correct amendment.

- **Customer Service Advisor ~ DHL Express International Ltd**
(June 2021 – September 2021)
 - Respond to customers' enquiries providing information for products and services prior to shipping.
 - Promote up / cross selling opportunities, in line with DHL Product Portfolio.
 - Capture booking data in methodical manner-validating information provided.
 - Manage track and trace requests focusing on FTR and ensuring all information is recorded for further trace investigation where necessary.

- **Customer Service Representative ~ Metro Bank Ltd**
(Nov 2019 – Apr 2021)
 - Greeting and welcoming customers.
 - Finding solutions for customers and advising them on our services.
 - Opening accounts for customers and providing loan and credit card facilities relevant to their needs.
 - Helping customers with our in-store services.
 - Possession of strong communication skills.
 - Handling cash transactions and cheques responsibly.

- Passenger Service Ambassador ~ Omniserv Ltd (Blue ID [Airside] Holder)**
- (Aug 2018 – May 2019)*
- Directing the passengers to boarding gates
 - Assisting passengers to use self-service check-in terminals.
 - Direct passengers through security, custom and immigration as required.

- Maintain the highest standards of safety and security at all times.
- Excellent Customer Service and communication skills
- Flexibility in working hours (early starts and late finish)
- Willingness to undergo relevant training as required.

Market Research Interviewer ~ Epinion Global (*Blue ID [Airside] Holder*)

(August 2017 – Aug 2018)

- Conducting personal interviews with passengers in London Heathrow Airport
 - Interviews that include transport and airport facilities to passengers and Heathrow staff.
 - Using electronic devices efficiently, as the interviews were conducted online on a tablet (I-Pad).
 - Being able to stand for long hours and possession of strong communication skills.
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