

# EVITA TEREZA FERNANDES

Flat 1 Millennium House, 51 High Street, Feltham, United Kingdom, TW13 4AB |  
(M) +44(0)7778550230 | evitafernandes30@gmail.com

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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.

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## 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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