



# Vivian Almeida

**Passport:** I0100716 **Nationality:** Indian **Date of birth:** 01/05/1989

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## ABOUT ME

Experienced Sales and Purchase Specialist with 6 years in the field, and a strong customer service background to ensure seamless service operations. Seeking a responsible role to leverage my skills in dynamic retail environments.

## WORK EXPERIENCE

### Rioz Houseware – Mumbai, India

**City:** Mumbai | **Country:** India

#### E-commerce Manager

[ 2024 – 2025 ]

- Manage product listings and inventory.
- Analyze sales data and website performance.
- Enhance customer experience providing end to end resolution.
- Coordinate with marketing team for promotions.
- Oversee order processing and delivery.

### DTDC Express – Mumbai, India

**City:** Mumbai | **Country:** India

#### Customer Service Representative

[ 2021 – 2023 ]

- Manage daily operations including package sorting, package handling, and courier dispatch.
- Handle customer inquiries and resolve issues related to shipments, tracking, and delivery.
- Coordinate with team members to ensure timely and accurate delivery of packages.
- Maintain inventory records and ensure stock levels are consistently monitored and updated.
- Prepare and submit daily reports on deliveries, pickups, and inventory status.
- Ensure compliance with company policies and safety guidelines in the workplace.

### Pooja Enterprises – Mumbai, India

**City:** Mumbai | **Country:** India

#### Sales and Procurement Specialist

[ 2016 – 2018 ]

- Negotiate with suppliers for optimal terms and pricing.
- Conduct market research and manage inventory levels.
- Analyze reports to refine quality control of purchased goods.
- Ensuring the received goods or services meet the required quality standards.

## EDUCATION AND TRAINING

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### **First Year Bachelor of Commerce (FYBCom)**

***Abhinav College of Arts, Commerce & Science*** [ 04/2011 ]

City: Mumbai | Country: India

### **Higher Secondary Certification (HSC)**

***Abhinav Vidya Mandir & Junior College*** [ 02/2010 ]

City: Mumbai | Country: India

### **Secondary School Certification (SSC)**

***Our Lady of Nazareth High School*** [ 03/2008 ]

## LANGUAGE SKILLS

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**Mother tongue(s):** English | Hindi | Marathi

## SKILLS

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MS Office / Co-Pilot / CRM Software

## MANAGEMENT AND LEADERSHIP SKILLS

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Decision Making / Strategic Thinking / Leadership Development / Collaborative Teamwork

## COMMUNICATION AND INTERPERSONAL SKILLS

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Active Listening / Conflict Resolution / Analytical Problem-Solving