

SILVESTER SEQUEIRA

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Professional summary

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

Skills

- Customer service
- Cargo and freight
- Shipment planning
- Carrier relations
- Communication skills
- Time management
- Customer-focused

Certifications and Licenses

Light Motor Vehicle driving license, U.A. E

Languages

English:

Advanced

C1

Hindi:

Advanced

C1

Personal Details

Date of Birth / Age: June 3, 1988

Nationality: Indian

Marital Status: Married

Work history

Sea freight Shipment clearance & Delivery - Import

04/2016 - Current

ECU worldwide Middle East - Dubai, UAE

- Providing **MOFA Attestation**.
- Co-ordinating with customers, shipping line for the LCL and FCL cargo
- Obtaining DO (delivery order) from shipping line
- Co-ordinating with my internal team members for the Bill of entry processing
- Giving instructions to the delivery team
- Making payments to the shipping line and receiving payments from the customers
- Working on **DAP** with Clearance , **DDP** shipments.
- Creating & updating file for Import & Export cargo
- Entering customer and account data from source documents within time limits
- Compiling and sorting information to prepare source data for computer entry
- Verifying information in the system
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output
- Update records for customer and employees on a daily basis

- Requesting & gathering necessary documents from the other sources to avoid delay in custom clearance
- Forwarding the file to the other department on timely basis
- Successfully established effective systems for record retention by creating database for daily correspondence tracking.
- Tracked shipments using multiple software systems and kept clients informed on progress.
- Helped clients navigate complex international shipping systems, comply with regulations and avoid shipping delays.
- Maintained shipping records and accounting files covering clients shipping to and from over all destinations.
- Tracked shipping trends to identify consistent problems with customs, carriers or specific types of cargo.
- Followed correct customs clearance procedures for importing goods.

Senior CSR (Customer service representative)

BANCTEC PVT. LTD. - Navi Mumbai, India

- Identifying customer needs and presenting appropriate service by escalating and co-ordination with appropriate departments
- Two-way communication
- Providing Customers Care on having complete and updated product knowledge and on being well acquainted with the products
- Providing quick responses to incoming calls from customers
- Prompt responses to client and Team Leaders, Managers in case of need
- Adhering to the standard operating procedures specified for the process
- Maintaining effectiveness when experiencing major changes in work tasks and/or the work environment adjusting effectively to work within new work structures, process requirements or cultures.

Senior CRA Level 3 (CUSTOMER REPRESENTATIVES ASSOCIATE)

ZENTA PVT LTD. - Mumbai, India

- Routing calls to the respective departments according to their needs
- De-escalation calls
- Weekly performance reporting to the Team Supervisor
- Maintaining accuracy of information filled in/given to customers
- Prompt responses to client and Team Leaders, Managers in case of need.

ADMINISTRATOR

09/2009 - 02/2010

WILTECH COMPUTERS - Mumbai, India

- Attending the Walk-in customers
- Assisting customers with gathering information and handling finances
- Administrator duties of collection of payments from clients.

Education

Third Year Bachelor of Commerce

2009

St. Andrew's Degree College - Mumbai

Higher Secondary Certificate

2006

St. Mary's Junior College - Mumbai

Secondary School Certificate

2004

St. Anthony's High School - Mumbai