

RESUME

JANICE IVAN DSOUZA

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Visa Status: Employment, Immediate Joiner



Core Competencies

- **4+ years overall working experience** in the field of **Customer Service representative** in shipping industry.
- Good organizational skills with ability to work under pressure to meet tight deadlines.
- Work well in a multi-cultural environment: flexible, energetic, patient.

Work Experience

1. E11 Logistics, Dubai, UAE (Aug-24 to Present)

Profile: **Customer Service Representative & Operations**

Key Responsibilities:

- Managed air, sea, and land import operations, ensuring timely and efficient handling of shipments from origin to destination.
- Liaised with shipping lines and DNATA to book shipments, track progress, and update Estimated Time of Arrival (ETA).
- Coordinated with consignees to obtain necessary documentation for processing Delivery Orders (DO) and Bills of Entry (BOE).
- Utilized the Dubai Trade platform to apply for Delivery Orders (DO) and draft Bills of Entry (BOE).
- Selected appropriate transportation methods based on shipment urgency, size, and destination to ensure on-time delivery.
- Ensured Proof of Delivery (POD) forms, Delivery Advise (DA), and Bills of Entry (BOE) were generated and provided to drivers.
- Sent detailed driver information (name, contact, vehicle ID & BOE) to consignees for smooth shipment handover.
- Communicated estimated delivery dates to consignees and warehouse teams to ensure proper scheduling and preparation.
- Accurately input and updated Delivery Orders, Gate Passes, Document Processing Charges (DPC), storage, warehouse handling charges in the system for accurate billing and record-keeping.

2. DEAL DWC LLC, Dubai, UAE (June-22 to June-24)

Profile: **Customer Service Representative**

Key Responsibilities:

- Managing imported goods from several international markets across Asia, Europe, and Africa.
- Handling freight forwarders, customs clearance and food health certificates in food categories such as frozen, chilled and dry.
- Coordinating with logistics and supply chain teams to ensure on-time and cost-effective delivery of goods and services.
- Overseeing shipping lines to confirm that shipping charges are timely submitted and ensuring that deliveries processed are pulled out from the port authorities to ensure maximum shelf life.

- Supervising the local transport, offloading of containers at the warehouse and return of container to the port ensuring no demurrage.
- Managing the import billing cycle and ensuring accurate billing to the consignee.
- After completion of the import cycle, compiling the documents to be submitted to the consignee for further processing with free-zone authorities.

3. **Fist Advantage, India, Mumbai** (Aug - 21 to April - 22)

Profile: **Background Verification Officer**

Key Responsibilities:

- Verifying candidate documents. Uploading candidate documents on CSPI.
- Ensuring candidate details entered on CSPI filled in accurately.
- Reporting all data mismatches to the management. Analyzing confidential data and scanned data sent by clients.
- Analyzing drug test reports and ensuring details are filled in correctly o CSPI. Tracking data and compiling month end reports

Educational Qualification

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|---|------|
| • Masters in Sociology, University of Mumbai, India | 2024 |
| • Bachelors in Arts, University of Mumbai, India | 2021 |

Computer Skills

- MS Office & Applications

Personal Details

Nationality	: Indian, Employment Visa
Date of Birth	: 09-April-1998
Marital Status	: Married
Language	: English, Hindi, and Konkani

Declaration

I hereby state that all the information noted above is accurate to the best of my beliefs and I take full responsibility for the correctness of the information.

Janice Ivan Dsouza

