

# **JOYCEE JOVITA DSOUZA**

Dubai, UAE

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## **Career Objective:**

To secure a responsible position in the Administration Department of a reputable organization where my knowledge, experience, and dedication contribute to operational efficiency and organizational growth. I am committed to supporting the achievement of organizational goals while continuously developing my professional skills in a dynamic and collaborative work environment.

## **Professional Summary**

- Over 6 years of professional experience spanning Administration, Logistics, and Patient Relations across India and the UAE.
- Skilled in administrative coordination, facilitating effective communication across departments, and providing comprehensive support to ensure smooth and efficient office operations.
- Previously employed as a Corporate Executive at Globalink Logistics DWC–LLC, Dubai.
- Proficient in Microsoft Office Suite, Internet applications, and industry-specific software including GEMS, ClinicSoft, and PACT REVENU.
- Holds a master's degree in Travel & Tourism and a bachelor's degree in arts (Office Management & Secretarial Practice) with Distinction.

## **Professional Experience**

**Globalink Logistics DWC–LLC, Dubai, UAE**

**Corporate Executive**

**May 2023 – July 2025**

- Monitor and manage the company's Outlook sales inbox by reviewing and categorizing logistics inquiries (Air Freight, Sea Freight, Relocation, Road Transportation, Warehousing, etc.). Assess each inquiry to identify the appropriate branch or coordinator based on location and service type, then forward it to the relevant team and follow up to ensure quotations have been prepared and shared with the client or agent.
- Verify payment terms for agent quotations by checking if the requesting company is a member of any of the logistics networks we are registered with (e.g., WCA, JCTRANS, AOP). Review existing agency agreements to confirm agreed payment terms and instruct coordinators to include the correct terms in their quotations.

- Share company profiles, capability presentations, and service information with international agents and business partners to support relationship-building and business development.
- Provide coordinators with verified contact information of agents from enrolled logistics networks such as WCA, JCTRANS, AOP, and others as needed.
- Manage agency agreements by handling the signing process, following up for internal approvals, uploading finalized agreements to internal systems, and maintaining accurate physical records.
- Maintain and update agent profiles in the GEMS system, including blacklisting, non-renewal tracking, and general data maintenance to ensure accuracy and compliance.
- Ensure proper custody and secure tracking of original company documents, maintaining organized and updated records at all times.
- Assist HR operations during personnel absence by sourcing candidate CVs, coordinating interview schedules, and communicating with applicants as required.
- Serve as Executive Assistant to the Group Corporate General Manager/Director by managing calendars, scheduling meetings and international calls with global agents, coordinating communications, and handling various administrative tasks as assigned.
- Coordinate with Dubai South authorities for official company updates such as changes or additions of Board of Directors, managers, or other roles. Visit authorities in person to inquire about required documentation, communicate requirements to internal teams, ensure all necessary documents are prepared correctly, and handle final submission and follow-up.
- Coordinate the complete process of document legalization through embassies (Kazakhstan, Ukraine, etc.) by preparing required documents, scheduling appointments, and arranging for representatives or consultants to handle attestation, while closely following up to ensure timely completion.
- Manage translation needs by working with certified agencies for English–Arabic and English–Russian documents, ensuring accuracy and compliance with notary and embassy requirements.
- Arrange and manage the courier dispatch of company documents to recipients and follow up with the recipients to confirm successful and timely delivery.
- Perform a wide range of administrative and coordination tasks to support efficient office operations and ensure workflow continuity across departments.

**Axon Medica Polyclinic, Dubai, UAE**

**Patient Relations Executive**

**March 2022 – October 2022**

- Welcome and assist patients, addressing inquiries and guiding them through the consultation process with care and professionalism.
- Verify insurance eligibility through Emirates ID or insurance portals and register patients under both insurance and cash categories.
- Direct patients to appropriate physicians based on their medical needs and appointment schedules.
- Coordinate with nursing staff to ensure vitals are recorded before doctor consultations.

- Process insurance approvals and handle re-submissions with accurate supporting documentation.
- Maintain clear and timely communication with doctors and nurses to ensure smooth patient flow and care updates.
- Send reminders for follow-up tests and appointments; share lab reports through email and WhatsApp as needed.
- Manage appointment bookings and provide confirmation and follow-up communication to patients.
- Coordinate with external laboratories and scanning centers for test result updates.
- Issue DHA sick leave certificates, clinical attendance records, and medical fitness certificates.
- Prepare and generate accurate final invoices.

**Father Muller Hospital – Homoeopathic Pharmaceutical Division, Mangalore, India**

**Junior Assistant Clerk cum Receptionist**

**August 2018 – January 2022**

- Prepare official correspondence, invoices, receipts, and related financial documents using computerized systems.
- Manage incoming and outgoing mail, ensuring timely sorting, stamping, and adherence to postal procedures.
- Maintain accurate records of daily office expenses and financial transactions.
- Operate the front desk, greet visitors, and handle incoming calls with professionalism.
- Organize and maintain both physical and digital filing systems to ensure efficient document retrieval.
- Provide administrative support across departments and assist in day-to-day office management tasks.
- Address customer inquiries promptly and courteously, ensuring a positive service experience.
- Support the printing and packing departments by managing relevant documentation and ensuring smooth dispatch operations.

#### **Academic Qualification:**

- MBA in Tourism (Distance Learning) – Mangalore University, Mangalore, India, Graduated with First Class
- Bachelor of Arts (Office Management & Secretarial Practice) – St. Agnes College, Mangalore Graduated with Distinction – 84.82% (2018)

#### **Computer & Software Skills**

- Microsoft Office Suite: Word, Excel, PowerPoint
- Email & Communication Tools: Microsoft Outlook, Gmail
- Software Tools: GEMS, ClinicSoft, PACT REVENU

**References available upon request**

**Personal Information:**

Date of Birth : 03-02-1998  
Marital Status : Single  
Nationality : Indian  
Visa Status : Currently on Visit Visa  
Language Known : English, Hindi, Kannada, Konkani, Tulu

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