

ALISON JOSHWA DSOUZA

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SUMMARY

Motivated and detail-oriented professional seeking an opportunity to apply my analytical, problem-solving, and technical skills in a dynamic environment. Dedicated to contributing effectively to the organization's success while continuously improving my personal and professional skills.

WORK EXPERIENCE

Logistics and warehouse Coordinator April 2025 - Present
AFR International Cargo Dubai ,UAE

Key Responsibilities

- Managed end-to-end freight forwarding operations, including air cargo booking, documentation, and shipment coordination.
- Managed daily warehouse operations, including stock control, goods receipt, loading/unloading, and inventory tracking.
- Handled freight bookings efficiently using ACS and Calogi software, ensuring accuracy and timely processing.
- Coordinated cargo movement tracking, monitoring shipments, flights, and delivery schedules to avoid delays.
- Assisted customers with queries, documentation, and shipment updates, providing professional support and building strong client relationships.
- Maintained accurate records of incoming and outgoing goods, verifying quantities and quality standards.
- Ensured safe and organised warehouse management, following company and aviation safety guidelines.
- Collaborated with ground staff and operations teams to optimize workflow and meet daily dispatch targets.
- Identified and reported discrepancies in shipments to management, helping to reduce errors and improve efficiency.

Key Skills Gained: Warehouse Management | Freight Booking (ACS & Calogi) | Cargo Handling | Stock Control | Customer Service | Documentation | Flight & Goods Tracking

Omni Sports Leader - Customer Sales July 2022 - Jan 2025
Decathlon Sports India PVT LTD , India

Key Responsibilities

Customer Engagement & Assistance

- 1. Greet and assist customers, providing personalized recommendations.
- Understand customer needs and guide them to the right products.
- Ensure an excellent shopping experience by being friendly and approachable.

Sales & Product Promotion

- Promote and upsell Decathlon products based on customer preferences.
- Explain product features, benefits, and how they align with customer requirements.
- Achieve sales targets by driving customer satisfaction and brand loyalty.

Stock Management & Merchandising

- Maintain a well-organized sales floor with proper product displays.
- Assist in restocking, inventory checks, and handling deliveries.
- Ensure pricing, labels, and promotions are up to date.

Checkout & Payment Handling

- Assist customers at the billing counter with transactions.
- Process payments efficiently using cash, cards, or digital methods.
- Handle returns and exchanges as per store policies.

- After-Sales Support
- Address customer queries regarding products, warranties, and returns.
 - Offer basic product maintenance guidance (e.g., for sports equipment).
- Collect customer feedback to improve service quality.
- Teamwork & Store Upkeep
 - Collaborate with the team to

EDUCATION

B.voc in software development
St. Aloysius deemed to be university Mangalore , India | 2021 - 2024

- Gained a strong foundation in programming, software development, coding, economics, and social analysis.
- Studied computer fundamentals, networking, and software tools.
- Served as a Student Council Member (2023 – 2024), showcasing leadership and organizational skills.

PUC (PCMC)
St. Aloysius Pre-University College, Mangalore , India | 2019 - 2021

- tudied programming languages such as Python, Java, and C++.
- Gained experience in software tools like MS Office, Excel, and Adobe Photoshop.
- Worked with databases including MySQL and SQL Server.
- Developed essential skills such as problem-solving, analytical thinking, teamwork, and punctuality.

SSLC
Nirmala Convent English Medium School , Chikmagalur ,Karnataka , India | 2019

PERSONAL
ATTRIBUTES

- Self-motivated and eager to learn new technologies.
- Strong analytical and quick decision-making skills.
- Passionate about problem-solving and process optimization.
- Ability to work in a team and handle responsibilities effectively.

TECHNICAL
SKILLS

- MS Office (Word, Excel, PowerPoint)
- Internet Proficiency
- Microsoft AI Classroom Series

STRENGTH

- Multi-tasking
- Team Management
- Problem Solving
- Time Management
- Effective Communication

CERTIFICATION &
ACHIEVEMENTS

- 1st Place in Celestia Event organized by St. Agnes, Mangalore.
- Participated in the Coastal MSME & Startup Conclave 2023.
- Actively participated in Kabaddi & Volleyball, winning multiple prizes in competitions.

EXTRACURRICULAR
ACTIVITIES

- Leadership experience as a Student Council Member (2023 – 2024).
- Active involvement in sports, demonstrating teamwork and dedication.
- Participation in industry events to gain insights into entrepreneurship and innovation.

LANGUAGE
KNOWN

- English
- Hindi
- Kannada
- Konkani