



## JUANN DSOUZA

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Current Location: Dubai, UAE  
Date of Birth: 29/09/1998

### OBJECTIVE

A self-motivated and hardworking person with ability to use own initiative and work as a part of a team. Establishing a position of trust and confidence within the company by executing my duties and responsibilities to its best.

### CAREER OBJECTIVE

To pursue employment within an organization to align my knowledge, skills and experience towards the growth of the organization.

### PROFESSIONAL OVERVIEW

**ORGANISATION** Damfo International Shipping Services LLC, Dubai  
**DESIGNATION** Customer Service Executive (August 2019 – December 2022)

**ORGANISATION** Fracht Middle East Shipping Services LLC, Dubai  
**DESIGNATION** Customer Service Coordinator (January 2023 – Present)

- Pricing for RFQs from customers and overseas agents, assisting to complete tender request.
- Organizing the shipment of goods upon confirmation.
- Negotiating price / terms with carriers, booking cargo space, and arranging payments.
- Managing customs clearance procedures, transport documents and arranging insurance.
- Tracking and communicating shipment status with clients in real-time.
- Resolving issues if any in coordination with concerned departments.
- Customer service, upselling for exciting customers and checking that shipments are delivered on time.
- Handling Air Freight, Sea Freight Shipments for Import, Export and Cross Trade Movement.
- Interacting with Customers and Overseas Agents / Partners.
- Sending Pre-alert to Agents for Export DDU / DDP and Cross Trade Shipments.
- Follow up with Clearance Department for preparing Custom Documents / Bill of Entry.
- Follow up with transporter for placing containers for export shipments and delivery of import shipments on time.

**ORGANISATION** CATKing  
**DESIGNATION** Business Development Executive - Campus Programme & Digital Marketing - July – October 2018

- Planned and organized the social media coordination for the company.
- Successfully established a 1year education partnership between the company and St. Andrews College
- Organized and maintained excel sheets on customer data and information  
Prepared presentations based on customer information and feedback.

**ORGANISATION** St. Andrews College Events  
**DESIGNATION** Head of Administration (June – August 2017)

- Managed and organized the documentation process and execution of the event set up
- Managed bookkeeping of the cash flow for the event
- Set up sponsors and judges for the event.

**DESIGNATION** Assistant Head of Department for Public Relation, Marketing & Finance Department (November 2016 – January 2017)

- Performed Public Relations (P.R.), Marketing work with different colleges such as procuring sponsors, inviting participants & preparing marketing materials (brochures, banners, posters etc.)

**DESIGNATION** Head of Placement Cell for B.M.S Department Marketing – (July 2018 – April 2019)

- Meeting with Companies visiting the college for recruitments
- Organized student interviews with companies on campus.
- Maintaining company and student records
- Analysing student profile and strategically arranging placements in companies suited to the student's profile.

## EDUCATION

- St. Andrews College  
Graduation and degree holder in the field of Business Management Studies (B.M.S)  
May 2019  
Mumbai, India
- Holy Family Junior College  
Higher Senior Secondary (XIIth Grade – Maharashtra Board)  
March 2016  
Mumbai, India
- Divine Child High Educational School  
Senior Secondary (Xth Grade – Maharashtra Board)  
March 2014 Mumbai, India

## KEY STRENGTHS:

MS-Office: - Word, Excel and Power Point

Organizational Skills:

- Effective Communication
- Team Player and Leadership Skills

 *References available upon request*