

# Lateitia D'Silva

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Visa status: Mother's sponsorship



## Introduction

A native English speaker with 5 years experience in Events & Exhibitions. I come with excellent command of English, customer service and communication skills. I am result oriented and desire to pursue my career in the field of Events. I believe in delivering high standards of service, effective management of operations with attention to detail and ensuring all tasks are completed in accordance with objectives and time stipulated. Keen to work in a cross-cultural environment, I am enthusiastic and aspire to exceed my own expectations. I wish to hone my skills whilst simultaneously contributing towards the advancement of your organizational goals.

## CAREER EXPERIENCE

### **Assistant for video shoots @ Brands for less, Dubai UAE (2023)**

- Reported to Director of Video shoots for advertisements.
- Smooth operations of cast and crew per schedules.
- Assisted set-up staff to prepare different sets as per requirement of various scenes.
- Followed proper protocol and procedures for VIP visits.



### **Host @ Expo 2020, Dubai UAE (August 2021 to March 2022)**

- Reported to Project Manager of Operations Department
- Followed proper protocol and procedures for VIP visits
- Guest relations and smooth movements & head count of visitors
- Tackled difficult guests and VIPs with diplomacy and patience
- Managed breaks for team members
- Ensured safety of visitors, especially children, elderly and differently abled. Responded to guests' special requests such as wheel chairs, buggies & bicycles
- Customer service & communication by paying attention to body language
- Honed my organizational, problem solving and multi-tasking skills
- Sharpened memory whilst taking mental notes
- Patience and composure even under extreme pressure



إكسبو 2020  
دبي، الإمارات العربية المتحدة  
DUBAI UNITED ARAB EMIRATES

### **Customer Service Agent-cum-Marshall @ Rush-A-Way Dubai UAE (June 2019 to 2020)**

- Team building activities and Field core challenges
- Delegated tasks and communicated goals
- Motivated teams and managed project progress
- Resolved conflicts & conducted performance valuation



### **Designer assistant @ Divalicious Fashion Events in Dubai UAE (2020)**

### **Office Coordinator @ Dominus Promotional Gifts LLC & Customer Service Representative @ their annual exhibitions in Dubai Trade Exhibition (October 2017 to October 2019)**

### **Host, Usher and Customer Service posts at several Conferences and Events in Dubai – UAE.**

#### **Educational Qualifications: 2004 to 2019**

\*Business MBA 1 UDEMY  
\*Theology @ Life Christian University,  
Tampa Florida, Extension Campus in Dubai  
UAE  
\*SSC @ Our Own English High School, Dubai  
UAE

#### **Other skills:**

Computers: MS Office, Movie Maker &  
Social Media apps

#### **Personal information:**

Nationality: Indian  
Date of Birth: 3 October 2001