**JOSEPH FRANCIS DSOUZA**

**971502722895**

[**francisd1955@gmail.com**](mailto:francisd1955@gmail.com)

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Professional Summary

Adept Driver with more than 30 years of experience. Highly effective and skilled at determining best routes. Engaging and pleasant personality with safe and accident-free driving record. Transportation professional dedicated to delivering packages on time and in perfect condition. Offering excellent interpersonal and time management skills.

Skills

Customer rapport Confidentiality Understanding

Logging Paperwork City and non-city driving

Accurate Money Handling Safety and compliance

Transportation Commercial driving

Route logs Order Picking and Processing

Work History

**Technical Supplies & Services Co. L.L.C-DUBAI**

**Driver- (2015- Till Date)**

* Safely transporting company staff as well as various products and materials to and from specified locations in a timely manner.
* Assisting with the loading and offloading of staff luggage, products, and materials.
* Adjusting travel routes to avoid traffic congestion or road construction.
* Resolve billing and customer credit issues
* Update account status records and collection efforts
* Report on collection activity and accounts receivable status
* Collection of invoices, cheque and documents.
* Resolve customer credit issues
* Prepare and present reports on collection activities and progress

**Mohammed Hared Al Otaiba Company-DUBAI**

**Technical Supervisor Cum Driver- (2012-2014)**

* Examining customer's appliances and identifying the cause of appliance breakdowns Performing maintenance work on customers' appliances & repairing or replacing defective or damaged appliance components upon approval from customers.
* Advising customers on how to use appliances correctly. Maintaining an accurate record of all items/parts used to repair, replace, or maintain appliance.
* Investigates causes of defective operation of systems and equipment including interfaces to other systems and recommended modifications to equipment or operational conditions, discussing solutions with the Customer Service / Customer Care team as appropriate.
* Ordering replacement parts as required.
* Carrying out routine maintenance on equipment.

**MVP Tech Trading LLC-DUBAI**

**Senior Technician Cum Driver-(2008-2012)**

* Examining customer's appliances and identifying the cause of appliance breakdowns Performing maintenance work on customers' appliances & repairing or replacing defective or damaged appliance components upon approval from customers.
* Advising customers on how to use appliances correctly. Maintaining an accurate record of all items/parts used to repair, replace, or maintain appliance.
* Investigates causes of defective operation of systems and equipment including interfaces to other systems and recommended modifications to equipment or operational conditions, discussing solutions with the Customer Service / Customer Care team as appropriate.
* Ordering replacement parts as required.
* Carrying out routine maintenance on equipment.
* Safely transporting company staff as well as various products and materials to and from specified locations in a timely manner.
* Assisting with the loading and offloading of staff luggage, products, and materials.
* Perform periodic maintenance on vehicles, such as changing batteries and motor oil at appropriate time, as well as refueling the car.
* Keep all records, including receipts for vehicle maintenance
* Keeping the company vehicle clean and properly maintained by performing regular washing, cleaning and vehicle maintenance.
* Providing accurate time records of the company vehicle’s coming and goings.
* Reporting any accidents, injuries, and vehicle damage to management.

**Ramadi Trading LLC-DUBAI**

**Maintenance of Appliances (2005-2007)**

* Disassemble appliances so that problems can be diagnosed, and repairs can be made.
* Observe and examine appliances during operation to detect specific malfunctions such as loose parts or leaking fluid.
* Reassemble units after repairs are made, making adjustments and cleaning and lubricating parts as needed.
* Replace worn and defective parts such as switches, bearings, transmissions, belts, gears, circuit boards, or defective wiring.
* Service and repair domestic electrical and/or gas appliances such as clothes washers, refrigerators, stoves, and dryers.
* Talk to customers or refer to work orders in order to establish the nature of appliance malfunctions.
* Clean, lubricate, and touch up minor defects on newly installed or repaired appliances.
* Conserve, recover, and recycle refrigerants used in cooling systems.
* Contact supervisors or offices to receive repair assignments. Install appliances such as refrigerators, washing machines, and stoves.

**Mohammed Hared Al Otaiba Company-DUBAI**

**Technical Supervisor Cum Driver (2012-2014)**

* Examining customer's appliances and identifying the cause of appliance breakdowns Performing maintenance work on customers' appliances & repairing or replacing defective or damaged appliance components upon approval from customers.
* Advising customers on how to use appliances correctly. Maintaining an accurate record of all items/parts used to repair, replace, or maintain appliance.
* Investigates causes of defective operation of systems and equipment including interfaces to other systems and recommended modifications to equipment or operational conditions, discussing solutions with the Customer Service / Customer Care team as appropriate.
* Ordering replacement parts as required.
* Carrying out routine maintenance on equipment.

**Technical Supplies & Services Co. L.L.C-DUBAI**

**Driver(2015- TILL DATE)**

* Safely transporting company staff as well as various products and materials to and from specified locations in a timely manner.
* Assisting with the loading and offloading of staff luggage, products, and materials.
* Adjusting travel routes to avoid traffic congestion or road construction.
* Resolve billing and customer credit issues
* Update account status records and collection efforts
* Report on collection activity and accounts receivable status
* Collection of invoices, cheque and documents.
* Resolve customer credit issues
* Prepare and present reports on collection activities and progress

Education

* Completed SSC from Our Lady Of Dollars High School, Mumbai, India

Certification

* Diploma in Air-Conditioning & Refrigerator from India
* Attended BOSCH Domestic Appliances Training conducted Germany
* Attended Renzacci Commercial Equipment /Laundry Training conducted in Italy.
* Attended seminar for Norge & AEG products conducted in Abu Dhabi.

Additional Information

* **Date of Birth**: 24th October 1955
* **Nationality:** Indian
* **Passport No:** M2305548
* **Marital Status**: Married
* **Religion**: Roman Catholic
* **Languages Known**: English & Hindi
* **Visa Status**: Employment Visa