

Personal Information

Name: Domnic Mascarenhas
Date of Birth: 14th January 1989
Marital Status: Married
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Email: domnic.mac1@gmail.com
Nationality: Indian
Languages known: English, Hindi, Marathi, Tamil.



Career Objective:

Looking for a challenging career where performance, teamwork & learning are the key to success. I would like to work in an environment, which is in tune with my orientation as well as my educational background, and to secure a position where by hard work; dedication and the ability to acquire new skills will advantage any company I work for.

Educational Qualifications

- Completed Graduation – Commerce from Kalina University
- Completed Higher secondary – Commerce (Bharat college – Mumbai)
- Completed S.S.C from Fatima High School (Badlapur)

Work Experience

❖ Farnek Services LLC (Dubai, Abu Dhabi, Sharjah)

Designation: Business Development Executive

Time-Period: November 15th 2020 onwards

Job Responsibilities:

- Reaching customer for TFM services (Soft services, Hard services, security and cleaning.)
- Finding and engaging with the B2B and B2C customers for better prospects.
- Doing market research to understand new requirements for FM industry.
- Attending conference for generating new client requirements
- Work on renewals and collections for existing clients (Abu Dhabi)
- Coordinate with the operations to resolve existing issue & maintain client relationship
- Prepare PPT and Weekly reports to improvise the selling opportunity.
- Reaching customers and promoting company profile through social media.

❖ Trants Technical Services LLC (Dubai) (MEP / Property Maintenance)

Designation: Business Development Executive

Time-Period: March 20th 2019 – August 10 2020

Job Responsibilities:

- Bringing potential new customers and businesses for the MEP and General maintenance,
- Maintenance works and Carry out the Extension Modification works for the individual clients as well as companies.
- finding and engaging with new customers through referrals, networking, and cold calling
- Communicate with the customer via email and chat
- Builds business by identifying and selling prospects
- Generating Inquiries and quoting the inquiry Timely invoicing and follow up of payments.
- Attending the complaints of the customer and direct the task to the operation team.
- Maintains relationships with clients by providing support, information, and guidance.

- Weekly Report on the developments of the work executed in the Week.
- Monthly Report on the invoices and collections.

❖ **Fixperts Contracting LLC Head office (Dubai) (MEP / Property Maintenance)**

Designation: Sales Coordinator

Time-Period: From May 2018 – to Feb 5th 2019

Job Responsibilities:

- Revenue generation through existing client.
- Doing cold calling and emailing for new promotions and Seasonal offers
- Managing appointments and renewing contracts
- Coordinating with the Operations team to meet the client expectations in order to avoid loss of renewals
- Collection for the new and old renewed business
- Attending management meeting to reach monthly goals

❖ **Lester info services Pvt. Ltd. (Mumbai) (IT Services)**

Designation: Customer Service (Technical Support)

Time-Period: From Feb 2013 – October 2017

Job Responsibilities:

- Guru Aid Technical Support
- Sales
- Handled Different queries of customers involving computer troubleshooting and maintenance.
- Communicating with more than 5000 international partners.
- All sort of Software Related Issue's with Mac computer's Windows, Dell, Compaq etc. Analyze invoice for payment disputes and any discrepancies.
- Maintaining reports.
- Proactively managing team performance / production of deliverables, aiming to exceed SLA targets, recommending and implementing action plans as appropriate to address any shortfalls.

Skills

- Knowledge of all editions of Windows XP, Windows 7, Windows 8, Windows 8.1 and Windows 10.
- Proficient with Microsoft Excel, Microsoft Word and PowerPoint.
- Completed in-house corporate trainings on Leadership, Image Building, Dining Etiquette and Speakers Club.
- Enthusiastic at learning new concepts quickly, working well under pressure and communicating idea clearly and effectively.

Achievements

- Represented Xavierian Football Club in MDFA and TDFA football tournaments.
- Played for U-14 and U-17 Football and Cricket competitions.

Declaration

I hereby declare that information furnished by me is correct to the best of my knowledge and belief.

Domnic Mascarenhas