

# CURRICULUM VITAE

ROLWIN DIVINE D'COSTA

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## CAREER OBJECTIVE

To work with an organization in a position that will accord an exposure to use my versatile skill set, grant me added future benefit and yield me self-satisfaction through fulfilling organizational objectives.

## EXECUTIVE SUMMARY

A Master Diploma in Automobile and Mechatronics graduating in the year 2018 with basic knowledge in Industrial Training Institute with a specialization in Automobile Technician and Service Assistant, with a Commerce background in Pre University College with History and Economics as optional, possessing excellent knowledge in English and moderate speaking abilities, proficient in MS Office, with active involvement of self in extracurricular activities.

## EDUCATIONAL QUALIFICATION

Course	Institution	University	Duration
Diploma (Automobile)	Sacred Heart Academy	Indian Technical Institute	2018
ITI (Automobile)	St. Aloysius Industrial Training Institute	Automotive Skills Development Council	2017
PUC/12 (Commerce)	St. Aloysius PU College	Karnataka Board	2016
Grade 10	St. Aloysius High School	Karnataka Board	2014

## INTERNSHIP

- Worked as **Automobile Technician** for nine months in **ARVIND MOTORS PVT LTD** under **TATA MOTORS** from 4th October 2016 - 4th July 2017.
- Participated in the Automotive Mechanical, Electrical and Electronics basic course on **MARUTI SUZUKI** range of vehicles in **MANDOVI MOTORS PVT LTD**.

## **EXPERIENCE**

- Worked as a **Customer Service Advisor** for a year in **KANCHANA AUTOMOTIVE** authorized dealer for **ASHOK LEYLAND** from 2nd July 2018 – 31st August 2019.
- Worked as **Event Manager** for seven months in **Magic Balloon Decor** in Mangalore.

## **RESPONSIBILITIES**

- To undertake front office duties, including meeting, greeting and attending to the needs of customers, to ensure a superb customer service experience.
- To build a good rapport with all customers and resolve any complaints/issues quickly to maintain high quality customer service.
- To deal with customer requests to ensure a good service.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To be responsible for accurate and efficient accounts and customer billing processes.
- To undertake general office duties including correspondence and Emails.
- To report any maintenance, breakage or cleanliness problems to the relevant manager.

## **ACHIEVEMENTS**

- Awarded as best **Service Advisor** for providing excellent **Customer Service** to the customers.

## **COMPUTER PROFICIENCY**

MS- Word, MS- Excel, MS- Power point.

## **INTERESTS**

Singing, Music, Travelling, MotorSports.

## **KEY SKILLS**

- Ability to work in a team and delegate.
- Ability to communicate extensively.
- Leadership skills.
- Willingness to learn.
- People's person.

## **PERSONAL DETAILS**

- Date of Birth : 29-07-1998
- Gender : Male
- Nationality : Indian
- Religion : Christian
- Languages known : English, Hindi, Kannada, Konkani and Tulu.
- Passport Number : R4701868
- Vista Status : Tourist Visa

## **DECLARATION**

I Hereby declare that the particulars furnished above are true to the best of my knowledge and belief. Given an opportunity will serve to the best of my abilities in your esteemed organization. Hoping you would consider me as a candidate for the concerned post.

Yours Sincerely

Rolwin Divine D'Costa