

Sonia Anita Mascarenhas

Dubai, UAE

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Proven experience of + 10 years' as Sales Coordinator and HR /Admin Executive.
In depth knowledge of order processing, prioritizing and time-management skills.

- Well-organized and responsible with an aptitude in problem-solving
- Dependable, proactive, resourceful and can work well under pressure
- Effectively able to coordinate tasks and accomplish them within deadlines.

Employment History:

April 2018 – May 2020

**Jumbo Electronics LTD, Dubai
HR & Project Coordinator**

HR Coordinator Responsibilities:

- Assist with recruitment and selection processes by sourcing candidates, performing background checks, assisting in shortlisting, and issuing offer letters
- Perform orientations, onboarding and update records with new hires
- Maintain employee files, documents and databases
- Maintain attendance and timesheets
- Assist with payroll processing
- Assist supervisors in performance management procedures
- Coordinate training sessions and seminars
- Liaison with the PRO for new visas, renewals and cancellations.
- Setup meetings for the exit interview and manage employee separations

Project Coordinator Responsibilities: (Reporting to Product Manager & CIO)

- Coordinating & organizing the requirement gathering & training session with respective business users / stakeholders and the implementation consultants.
- Liaising with all employees & assisting to ensure all necessary data related to implementation are shared to the implementation team.
- Follow up & tracking on all necessary updates & ensuring all the timelines are met.

- Escalating key bottlenecks & issue to senior stakeholders including Business Division Heads.
- Documenting & Following up on important actions & decisions from meetings (MOM).
- Providing administrative support when needed.
- Maintain attendance & Time sheet.

Jan 2013 – Feb 2018

**LS2 Pluto General Trading LLC, Dubai
Sales – Orders and Logistics**

Responsibilities:

- Execution of order processing and delivery for UAE & GCC Client, including creation of Purchase orders, Invoices, delivery note, shipping notification & all report generation
- Liaising and Coordinating with outbound & inbound Sales team & Logistic team on seamless delivery.
- Handling International air/sea shipments, documentation & delivery
- Coordinate and resolve delivery issues/complaints from customers
- Processing online orders and coordinating with freight forwarders for the dispatch schedule
- Providing Warehouse Stock report & Dispatch report to Sales team & Merchandisers
- Generating Actual vs Forecast report, MTD report, consolidating Retail Snapshot, follow-up on AR report & Overdue Collections details of UAE & GCC
- Processing Sales Return & Creation of Proforma Invoice
- Bundle Creation & SRP setup
- Consolidating & Sharing Creation & Allocation of new titles
- Effectively and efficiently handle the administrative requirements

Sept 2008 – Dec 2013

**Ashley LLC, Dubai
Admin Staff – Orders and Logistics.**

Responsibilities:

- Preparation of LPO's, Processing Sales orders, Invoices.
- Coordination with logistic team for prompt delivery as per schedule.
- Liaising and Coordinating with Sales team & Logistic team
- Processing online orders and coordinating with the freight forwarders for the dispatch schedule.
- Supporting the Logistic team for preparation of Free zone Invoice/Packing List.
- Office Administrative work such as Daily Log Maintenance, Office staff personal files updating.
- Providing Inventory listing day-to-day basis, ageing goods reporting.
- Applying for Country of Origin Certificate as per the shipment.
- Supporting Logistic on making Direct/Consignment Return.

Sept 2006 – Aug 2008

Ashley LLC, Dubai
Secretary cum Accounts Assistant.

Responsibilities:

- Front Desk Operator.
- Document control on Day-to-Day basis.
- Office Administrative work such as Daily Log Maintenance, Office staff personal files updating.
- Posting, Costing, Checking Vouchers, and Preparing Cheque.

Education

- Academic: Bachelor of Science from Mangalore University, India. (2000-2002)
- Additional: Completed IATA/UFTA Foundation course – Montreal, Canada – Sept 2002 from International Air Fare Desk – Mumbai.
- Computer Skills: Diploma in Computer Applications from (APTEC)
- Ms Word, Ms Excel, Ms PowerPoint and Windows Latest Versions.VB6, C++ etc.

Skills

- Good knowledge of Oracle based **ERP ORION 10.6 Developed by 3i Info and Microsoft Dynamics AX.**
- Self-Motivated, Energetic and Dynamic individual.
- Ability to deliver under high pressure environment and to stringent deadlines
- Team player
- Proficient in Microsoft Office
- Result Driven
- Excellent inter-personal and communication skills

Personal

Date of Birth: 18 September,1981

Nationality: Indian

Marital Status: Married

Passport No.: M2957987

Visa Status: Employment Visa.

Languages Known: English, Hindi, Kannada, Tulu, (Understanding Tamil & Malayalam)
