



REBECCA GONSALVES

PROFILE

Work well under pressure as part of a team.
Sales oriented and a good spokesperson.
Well-groomed appearance,
Polite, respectful, and courteous manners.
Responsible, efficient, and flexible.
Ability to work in a fast-paced, intense environment smoothly.
Possess excellent communication and inter-personal skills.
Talented in problem solving.
Skilled at interacting with customers of all socioeconomic backgrounds.
Hard worker, quick learner, and ability to assume responsibility.

CONTACT

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EDUCATION

S.K Inter College Goswan, Hardoi
1996
Higher Secondary Certificate

National Open School, New Delhi
1993
Secondary School Certificate

Little Flower High School, Mumbai
1992
School Certificate

WORK EXPERIENCE

Al Fajer Facilities Management - Dubai
Business Development Officer – Feb 2017– 21st May 2019
14th May 2019 - 5th Dec 2019

- Preparation of Proposals (Contracts and Quotation)
- Secretary to the Head of the department
- Mediating between client, sales team, operations, and departments to respond to the client in a timely manner.
- Maintain highest standards of integrity and confidentiality
- Assigning a Job number to RFQ's on receipt of LPO
- Establishing a point of contact within new potential clients and developing relationship
- Acting as a mediator between the client and all departments within Al Fajer FM
- Out calling potential clients to offer different opportunities
- Identifying potential clients and offering the best option available
- Sustaining current database
- Conducting Business Promotions
- Setting up meetings, providing presentations & benefits to close the deal
- Maintaining good personal relationships with customers / clients
- Co-ordination with other departments to ensure a certain level of integration among different departments
- Arranging documents for different visa applications
- Using social media platforms to increase database

Legend Group (Facilities Management)–Dubai

Supervisor Cum Administrative Officer - March 2015 – Jan 2017

- Create strategies for new and existing accounts to generate business
- Handling Petty cash and cash received from clients for all the day to day services provided to the clients,
- Manage complex projects from start to finish
- Follow up regular meetings with both active and prospective clients
- Monitor, review and analyze strategies in marketing, sales, advertising and other fields of operations

PERSONAL DETAILS

Nationality: Indian

Passport Number: R8133488

Visa Status: Transferable

Marital Status: Single

Interests: Reading, Music and Travel

Languages: English, Hindi and Marathi

COMPUTER SKILLS SET

Ms-Office
Email Etiquette

SOFTWARE

Sales force
Ramco - ERP

CAREER HIGHLIGHTS

- Time Management
- Innovate new Ideas
- Contribute towards a competitive environment
- Organize projects

- Client servicing and fulfilling their requests and meeting their requirements.
- Account and contract handling.
- Working in co-ordination and achieving team Relationship building with clients and guests for loyalty and to generate more business.
- Targets for commercial growth provided to the staff.

Bait Al Bahar – Dubai

Secretary cum HR and Admin Officer s January 2014 – Feb 2015

- Maintained overall staff Passports and legal documents.
- Personal files prepared for every individual along with documents attached.
- Maintained attendance roster on excel for daily basis.
- Taking reservations for the clients.
- Following up with clients on delinquent and overdue accounts
- Interacting with clients about the areas of concern.
- Preparing reports on collection activities and send to the management and Head of Operations
- Giving personal attention to clients in order to exceed their expectations.
- Feedback such as complaints that may arise and working to resolve any issues that clients may be experiencing
- Escalate difficult or sensitive information to the manager
- Maintain highest standards of integrity and confidentiality
- Demonstrated superior organizational and communication skills.

Succie Capital Asset Management– Dubai

Team Manager February 2010 – November 2013

- Leading, managing and guiding a team of 20 representatives to achieve a combined goal
- Maintain highest standards of integrity and confidentiality
- Conducting briefings on daily basis with the entire roster to ensure productivity is delivered with quality
- Promoting various products and services via road shows and other creative activities
- Retaining customers, Direct Sales and Upgrades
- Establishing, maintaining and expanding customer base
- Servicing the needs of existing customers
- Monitoring team's performance and motivating them to reach targets
- Collecting customer feedback and market research
- Keeping up to date with products and competitors
- Increasing business opportunities through various routes to market

Hutchison 3 Global Services– Mumbai

Customer Relations Advisor June 2008- December 2010

- Offering attractive smart phones and mobile plans to new and existing clients
- Identifying customer needs and assist them with the best product
- Retargeting existing clients database to get fresh leads

- Closing sales and making plans to gain repeat business
- Maintaining a systematic check in process to assisting in potential clients
- Selling a range of credit cards to new and existing clients based on their requirement
- Identifying customer needs and assist them with the best product
- Finalizing the sale and following for future business
- Undertake training on the firm's markets and products and improve on selling skills
- Engage and educate clients on products
- Convey brand knowledge to clients and respond to queries/ inquiries that arise
- Retaining customers and understanding their needs.
- Rapport building which leads to a positive feedback to the company.
- Team involvement and rapport with colleagues.

Zenta Pvt. Ltd. – Mumbai

Senior Customer Relations Advisor October 2007- 2008

- Handling incoming/outgoing collections/customer service calls for JP Morgan Chase credit card division
- Following FDCPA policies and procedures and meeting quality targets on monthly basis
- Handling current, 1st and 3rd bucket accounts by providing clients with affordable payment arrangements or plans
- Up selling new banking products based on customer needs

Global Tele System Ltd (GTL) – Mumbai

Customer Service Advisor January 2004 – September 2007

- Handling incoming /outgoing customer service calls
- Alico Insurance
- Retargeting existing clients database to get fresh leads
- Closing sales and making plans to gain repeat business
- Maintaining a systematic check in process to assisting in potential clients