

MELITA TELMA D'SOUZA

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melitatelmad@yahoo.com



A result-oriented professional, aiming for assignment in Front Office Administration with a leading organization of repute.

PROFILE SUMMARY

A competent professional with experience in Front Office Administration. Demonstrated skills in relationship management coupled with expertise in handling top & confidential correspondence with clients. Skilled in maintaining records & writing the minutes of the meetings and corresponding with external & internal clients. Proven abilities in providing comprehensive support for executive level staff including scheduling meetings & managing all essential tasks. Proficient in handling activities with the internal/external departments for smooth business operations. Flexible to adapt to change in working environment and capable to work under pressure with limited supervision. People friendly and approachable with strong interpersonal, analytical and problem solving skills.

CORE COMPETENCIES

Communication
Problem solving

Teamwork
Leadership

Data management
Client/ Vendor relations

Records management
Trustworthiness & Ethics

ORGANIZATIONAL EXPERIENCE

Catholic Sabha Mangalore Pradesh (R.), Mangalore, Karnataka, India

Front Office Executive cum Office Admin (1st Jan 2016 to 29th July 2018)

- Overseeing administration activities including office facilities, transport facilities, security services & telephones.
- Establishing and maintaining files & records for the office.
- Basic Accounting & Handling petty cash
- Maintaining a healthy and learning environment ensuring creative & operational development of employees.
- Coordinating with the clients to answer all the queries & ensure complete customer satisfaction.
- Acting as a primary point of contact between client & the employer through proper communication.

Rachana, Catholic Chamber of Commerce & Industries, Mangalore, Karnataka, India

Office Executive (12th Jan 2015 to 15th Dec 2015)

- Attending all the incoming calls, responding to them and transferring the call to the appropriate department.
- Greeting the visitors at the office. Registering their names and contact details.
- Maintenance of important documents, files and records in an organized manner.
- Keeping all the stationary items in the organization up to date and order for fresh stock.
- Arranging & attending meetings and trainings as per requirement.

Father Mullers Charitable Institution, Mangalore, Karnataka, India

Clerical Staff (1st June 2014 to 30th Nov 2014)

- Providing support to health care staff and ensuring appropriate maintenance of patience care unit.
- Providing assistance to all nurses and ensure appropriate cleanliness of all units.
- Maintaining and updating patient database on computers.
- Maintaining discharge summary reports for all patients and maintaining records of all patients.
- Preparing records of patient card and provide regular updates on same on an everyday basis.
- Monitoring all emergency calls and evacuate facilities when required.

IT SKILLS

- Well versed with MS Office (Word, Excel & PowerPoint) & Internet Applications & Basic Accounts in Tally ERP9

ACADEMICAL DETAILS

Bachelor of Arts from St. Agnes College, Mangalore, Karnataka, India in the year 2014 with 54%
Arts from Padua Pre-University College, Mangalore, Karnataka, India in the year 2011 with 66%
SSLC from St. Antony's High School, Mangalore, Karnataka, India in the year 2009 with 58%

PERSONAL DETAILS

Name : Melita Telma D'Souza
Residential Address : D/o Mr. Michael D'Souza
Baddur House, Padukodi Village, Kulur Post,
Dakshina Kannada, Mangalore, Karnataka - 575 013
Date of Birth : 27/02/1994
Nationality : Indian
Marital Status : Single
Languages Known : English, Hindi, Kannada & Konkani
Passport Details : S4305102 (Issued at Bengaluru, Karnataka, India. Valid up to 20/06/2028)
Visa Details : Visit Visa valid until 28/10/2018