



CAEZAR RYAN LAPAN VINDUA

Customer Service Representative

My Contact

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- ☎ +971 55 802 1392
- 📍 Discovery Gardens, Dubai, UAE

Hard Skill

- Problem Solving Skills
- Empathy and emotional intelligence
- Data Entry and Management
- Microsoft Office Proficiency
- Account Reconciliation

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

Kolehiyo Ng Subic

*Bachelor in Secondary Education -
Mathematics*

Completed in 2018

Saint James School of Subic, Inc

High School Diploma

Completed in 2014

About Me

Highly skilled and versatile professional with expertise in logistics, administration, accounts, and customer service. Adept at coordinating supply chain operations, optimizing inventory management, and ensuring timely delivery. Experienced in office management, scheduling, and documentation, with a strong attention to detail. Proficient in bookkeeping, financial reporting, and budgeting, ensuring compliance and accuracy. Exceptional customer service skills, delivering excellent support, and resolving inquiries efficiently. Adaptable and resourceful, able to multitask effectively and thrive in dynamic environments. Strong communication and interpersonal abilities, fostering positive relationships with stakeholders.

Professional Experience

Sinotrans Middles East FZE | Customer Service Representative

2022 – Present

Key responsibilities:

- Coordinate and arrange the transportation of goods, including negotiating contracts, booking cargo space, and managing shipping documents
- Communicate with clients, suppliers, and carriers to gather necessary information, provide updates, and address any concerns or issue related to shipments
- Plan and optimize the most efficient and cost-effective transportation routes, considering factors such as distance, transit times, mode of transport, customs regulations
- Prepare and process shipping documentation, such as bills of lading, commercial invoices, packing list, and customs declarations, ensuring compliance with relevant laws and regulations
- Arrange for cargo insurance coverage to protect client's goods during transportation
- Coordinate with customs brokers, freight handlers, and other service providers to ensure timely clearance of goods at ports of entry and exit, including managing customs procedures and documentation
- Monitor and track the movement of shipments, providing real-time updates to clients and addressing any delays or issues that may arise
- Stay updated on internal trade regulations, customs procedures, and industry trends to ensure compliance and provide accurate information to clients
- Maintain accurate records of shipments, transactions, and financial details, ensuring service throughout the logistics process
- Collaborate with internal teams, such as sales, operations, and warehousing, to coordinate and fulfill client requirements effectively
- Continuously identify opportunities for process improvement, cost optimization, and enhanced customer satisfaction

Personal Details

- AGE: 27
- GENDER: MALE
- CIVIL STATUS: MARRIED
- CITIZENSHIP: PHILIPPINES
- RELIGION: CATHOLIC
- PASSPORT NO: P9054512A
- DRIVING LICENSE: 4317276
- VISA STATUS: EMPLOYMENT VISA

Skills / Proficiency

- Active Listening
- Communication
- Time Management
- MS Office Collaboration
- Interpersonal
- Problem solving
- Punctuality
- Critical thinking
- Teamwork and collaboration
- Adaptability
- Work ethic

Hobbies

- Drawing
- Painting
- Reading

Al Fardan Exchange LLC | Senior Teller

2019 – 2022

Key responsibilities:

- Receive/issue cash transaction instruments like remittance, foreign currency exchange, WPS, Demand draft, TT, and value-added services transaction payment etc.
- Collect cash against any transaction
- Provide cash against transaction / vouchers
- Collect cash against receipt vouchers
- Complete on-account transactions vouchers
- Receive cash from I W CSRs
- End of day report
- Pay cash against authorized cheques, credit cards, as per business policy
- Reconcile own cash box against actual transaction at the end of the day
- Receive foreign currency from the authorized person
- Sell & purchase of traveler's cheques
- Purchase & sell of foreign currency
- Receive cash from customers (for all services but not limited to remittance, WPS, FCY, Etc.)
- Delivering the ready – draft after verifying the payment & customer details to respective customers
- Make sure enough cash is maintained with the cashier and in the branch to make payouts, especially in the afternoons and when the main safe is locked
- Complying AML policy and procedures

High End Interior Decoration LLC | Admin / Accounts / Project Coordinator

2019 – 2019

Key responsibilities:

- Draft, proofread, and edit documents, correspondence, reports, and presentations, ensuring accuracy and professional formatting
- Maintain and update office records, databases, and filing systems, both electronically and in hard copy, ensuring confidentiality and easy retrieval of information
- Process and distribute incoming and outgoing mail, packages, and deliveries, ensuring timely and accurate handing
- Assist in preparing financial documents, such as expense reports, invoices and budget tracking
- Assist preparation of financial statements, reports, and budgets, providing accurate and timely information for decision-making purposes
- Reconcile bank statements, accounts, and general ledgers, investing and resolving any discrepancies or errors
- Monitor and manage accounts receivable, following up on outstanding invoices and coordinating with clients to ensure timely payments
- Support in the preparation and submission of tax returns, ensuring compliance with relevant tax regulations
- Maintain accurate and up-to-date financial records and documentation both electronically and in hard copy, ensuring proper filing and easy retrieval
- Assist in development and maintenance of project plans, including timelines, milestones, and resource allocation, in collaboration with the project manager
- Coordinate project meetings, including scheduling, agenda preparation, and documentation meeting minutes, decision and action items
- Monitor project progress, track deliverables, and proactively identify and communicate any potential risks, issues, or deviations from the plan to the project manager
- Assist in resource management, ensuring availability and allocation of necessary personnel, equipment, and materials for project execution
- Coordinate project documentation, including the creation, distribution, and maintenance of project files, reports, and presentations
- Provide administrative support to the project team, including calendar management, travel arrangements, and expense reimbursements