  
**ADRIAN CALDEIRA**

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**Mehmoodabad # 5, Street # 19, House # 1030,**

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**CAREER OBJECTIVE**

To secure a suitable position in your prestigious company where I can utilize my experience, skills & knowledge and to achieve continued career growth

**EDUCATION**

* Intermediate (Private Candidate)
* Matriculation from St. Patrick’s High School (Afternoon).

**WORK EXPERIENCE**

**Year 2020 – for** **Ibex (TRG)**

**( Oct 2020 – March 2022) Customer Service Representative**.

**Responsibilities Included:**

* Interact with customers to provide and process information in response to inquiries, concerns and requests about products and/or services.
* Collaborate and build relationships with customers to strengthen service competitiveness.
* Communicate timely back to customers, track and resolve any issues regarding the service.

**Year 2014 for Al-Khalid Security Service (PVT.) LTD.**

**( July 2014 –Sep 2020 )** Clerk / Office Assistant.

**Responsibilities Included:**

* Keep detailed records when merchandise arrives.
* Assist customers with billing requests.
* Keep records of calls placed and received.
* Maintaining Employees & Guards Data.
* Keep track of all Invoices on Daily Basis and maintaining accurate

Data base for all transactions for future reference.

**Year 2012 Worked for National Telecom Services.**

**( Jan 2012 – June 2014) CCTV/ Pabx Technician**

**Responsibilities Included:**

* Installing CCTV, Dvr, Pabx.
* Keeping track of all the Invoices on Daily Basis
* Visiting Locations for complaints and survey.

**Year 2010 Worked for Muqaddasa Marium High School**

**( Aug 2010 – May 2011 )** Accounts Department / Fee Office.

**Responsibilities Included:**

* Thoroughly verifying the Validity of Numerical transactions of Fee Bills before Forwarding to the Accounts Department for monthly Trial Balance.
* Corresponding and clarifying queries put forward by Accounts for the purpose of Fee Bills collection as well as Cash.
* Keeping track of all the Invoices on Daily Basis and maintaining accurate Database for all transactions for future reference.
* Preparing monthly statements based on Fee Bills and Cash Collections received from parents.

**PERSONAL DATA**

Fathers Name**:** Francis Caldeira.

Date of birth**:** 11th July 1987.

Marital status**:** Married.

Nationality**:** Pakistani.

N.I.C**:** 42301-1480235-3.

**PROFESSIONAL SKILLS**

* Basic Computer skills
* Fluent in both English & Urdu.
* Can handle various duties & responsibilities at one time.
* Extremely hard working to achieve company goals.
* Able to utilize personal contacts to obtain business for the company.

**COMPUTER SKILLS**

* Basic/ Fixing Windows Installation & Software.
* Microsoft Excel, Word & power point Internet.

**To be furnished upon request.**