



# Francis Noel Dias

## Executive Business Development

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Saddar Town, Karachi, Pakistan

## Summary

I am looking forward for a challenging career opportunity where my related experiences can be utilized, applied and be part of progressive and highly dynamic organization and be able to share my skills and abilities in promoting excellence and quality service in said company.

## Skills

Written Oral and Communication | Written and Verbal English | Written and Oral Skills | UCP600 | Typing Speed | Transportation | Training | Track Customer Orders and Prepare Weekly Analysis | Time Management | Telesales | Telecom Giant | Team Building | Talent Acquisition | Supply Network Planning | Supply Chain Optimization | Supply Chain | Student Administration | Shipping knowledge | Sales Skills | Sales Management | Sales Analysis | Sales Acquisition | Returns Operations | Return Merchandise | Reporting Skills | Repair Management | Regular Reports Making | Recruitment | Problem Solving | Organizing Meetings | Operations Responsibilities | Operations Development | Operations Administration | Operation Management | Office Assistance | Office Assignment | Office Administration | Negotiation Skills | Negotiation | Multitasking | MS Office | MS Excel | Microsoft Word | Microsoft Office Accounting | Microsoft Excel | Meet Tight Deadlines | Medical Gasses | Management | Maintenance Engineering | Maintain Control Per Operations Via Documentation | Logistics Management | Logistics | Loan Documents | Listening to Customers | Language Skills | Landing Page Optimization | Knowledge of Home Appliances | Knowledge Of Freights | Knowledge Of Documentary Credits (ICC) | Keywords | IT Sales | IT Knowledge | Interpersonal Skills | International Shipping | International Sales | Inco Term | Inbound Lead Generation | Import Operations | Import Export | Import Documentation | Import | HR | Home Appliance | Hardworking | Good Decision Maker | Good Communication Skills | Global Customer Services | Front Office Support | Freight Forwarding | Fluent In English Urdu | Fluent In English | Fluent English Communication | Fluency in Bengali | Fleet Optimization | Finance Consulting | Feedback Control Systems | Export Documentation Officer | Excellent Communications Skills | Excellent Communication | Excellent Ability To Delegate Responsibilities | English Writing | eCommerce | eCommerce | EBay | E-Procurement | Documentation Import and Export | Documentation | Distributed Team Management | Design & Support | Department Reorganization

## Experience

Dec 2020 - Present

**Executive Business Development**  
Abtach Ltd, Karachi, Pakistan

Sep 2018 - Feb 2020

**OPERATION ASSISTANT**  
MANSOOR BROTHERS ENTERPRISE, Karachi, Pakistan

Entering all types of deals either POS or ATM in our system CBS and ATM management system and also deal submission for our ISO (Elavon, First Data, Chase, CT PAY, Ever-

link, Global) including using their systems as well.

Processing orders, forms, applications and requests.

Prepared documents for data entry.

Verified, updated and corrected source documents.

Entered data into designated database and forms.

Checked printouts and performed statistical checks for accuracy.

Recorded all tasks and activities.

Prepared and submitted reports.

Routed data to appropriate staff.

Researched and retrieved requested data.

Performed daily control functions.

Maintaining a positive, empathetic and professional attitude toward customers at all times.

Keeping records of customer interactions, transactions, comments and complaints. Communicating and coordinating with colleagues as necessary.

Jun 2016 - Sep 2017

### **Logistic Trainee**

Arfeen International (PVT.) LTD., Karachi, Pakistan

Handling complete shipment process that includes checking and highlighting errors in LC, confirming shipment schedules, checking non-negotiable documents, and ensuring customers receive original documents at their bank within time.

Liaising with the shipping lines for shipping guarantees and coordinating with the bank for trade policies to make certain importers receive their consignments as per desired terms.

Creating a bridge between sales and accounts department while assisting both in achieving their targets successfully and smoothly.

Responding quickly to customers' and stakeholders' inquiries, claims, shipment related questions, and payments requests; handling critical situations, repairing trust, and locating resources for problem resolution.

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Performing Document Control duties and adhering to SOP.

Attending monthly team meetings and completing the meeting minutes which are distributed to the teams within a reasonable timeframe while supports and shares knowledge with other members of the team wherever required.

Nov 2012 - Mar 2016

### **Quality Assurance Team Leader**

Blue-ex Courier Services, Karachi, Pakistan

Keeping quality documentation up to date

Making sure that all QA records, data & information are available to managers

Responsible for the review and update of the program quality plans.

Awareness of regulatory requirement and customer service expectations.

Coordinating the investigation of customer complaints.

Preparing and analyzing information for the purpose of Management Review.

Giving specialist quality assurance advice to the company departments as required

Ensuring that all QA Tests are carried out on time and in full.

Responsible for monitoring and maintaining quality and compliance targets in all service stations countrywide.

Nov 2008 - Oct 2012

### **Operation Coordinator**

deugro Project & logistics Pvt. Ltd, Karachi, Pakistan

Preparation of Inward / Outward clearance documents, IGM / EGM and its filing.

Submission of documents to relevant authorities/ Departments of Ports, custom, & shipping office.

Data feeding/ processing for preparation of Delivery orders and their issuance after relevant approval.

Assistance for keeping follow-up with concerned parties for Guarantees and pending delivery orders.

Maintain all relevant reference and records at designated servers and manual file.

Archiving and retrieval of records to and from records archive.

Scan/ fax documents; distribute received fax after stamping receipt date/ time to concerned ones.

Backup for responsibilities of boarding assistant and any other tasks assigned by the supervisor.

Reports to Assistant Boarding Manager

# Education

2011

**Board of Higher Secondary Education**  
Intermediate/A-Level , Commerce  
Accounting  
Grade: D

2008

**St. Patrick's Technical School**  
Matriculation/O-Level , Computer Science  
Computer Science  
Grade: C

# Languages

Urdu	English
Beginner	Expert