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**SUMMARY OF SKILLS AND QUALIFICATIONS**

Billingual professional with fluency in French and English and strong analytical skills, strong team member able to motivate others to achieve optimal production. I am trained in all relevant aspects of business administration and customer relationship services. I am confident that I can translate my theoretical training and knowledge into a practical environment. Being an enthusiastic person, I have also good interpersonal skills and communication ability that will help me in developing a good relation between colleagues. Whether I was dealing with complaints from the public or with tax issues from companies, I have learnt to adapt to different situations and make the appropriate decisions to satisfy all parties. My exposure to different working environment has also allowed me to work with people from different backgrounds and different line of thoughts.

**WORKING EXPERIENCE**

**Cashier – Reno Depot - Boulevard Cousineau, Saint Hubert,Quebec Jan 2017 till date**

* Customer Service desk representative attending queries and dealing with the online sales orders
* Cashier at the returns department

**Examination Invigilator - British Council Mauritius**  **May 2016 to Dec 2016**

*Job Responsibilities*

* Invigilate examination conducted by British Council Mauritius, on behalf of professional bodies and Universities.
* Invigilate IELTS exams which are being administered by the British Council Mauritius twice a month.
* Conducting administrative duties within the examination department.

**Administrative Assistant - Ministry of Industry, Commerce and Consumer Protection (Consumer Affairs Unit Department), Mauritius Aug 2013 to Aug 2016**

*Job Responsibilities*

* Retrieve complaints recorded from MT (Mauritius Telecom) on the Hotline service 185 and sorting out category and region wise. Recording the complaints in the office excel worksheet after completing their MIS (Reference Number) from the MIS.
* Maintain and upkeep data in MIS (daily) and check whether entries have properly been made.
* Attend phone calls from complainants regarding any query with regards to their complaint and give them a feedback on their respective complaint made.
* Schedule and arrange for Consumer Education Program to be delivered to Senior Citizens in the Community Centre or Social Welfare Centre across Mauritius.
* Accompany Consumer Affairs Unit Officers to the scheduled talks and deliver talks in Community Centre or Social Welfare or Women Community Centre across Mauritius.
* Assist in the renewal of certificates of Registration of Traders and certificates of warehouse.
* Assist in the day to day administration of the Unit and to perform other duties directly related to the main duties.
* Attend complainant who call at the office during the day, recording their complaints and collect their documents regarding their grievances.
* Reply to complaints made through emails on a daily basis.
* Give assistance to the Price Observatory Team to compile and analyze data and print out report and do attend Price Observatory exercise in the supermarkets across Mauritius.
* Schedule the date, organize and plan for the monitoring of prices exercise which takes place every month.
* After the monitoring exercise, compile the figures / prices collected and work out their differences by comparing with the previous month monitoring exercise.

## Accounts Assistant - Param & Co Ltd– United Kingdom Sep 2011 to Aug 2012

*Job Responsibilities*

* Responsible for the preparation of monthly management accounts for the three hotels – Queens Ltd, Peckham Ltd and Clapham South Ltd.
* Record the purchase / sales invoices in their respective ledgers in Sage Software.
* Monthly bank reconciliations for Queens Ltd, Packham Ltd and Clap ham South Ltd.
* Prepare the annual accounts and reports for the HM Revenue and Custom.
* Collect the monthly sales figures from the sales department and compile the monthly sales.
* Preparation of audit for clients.
* Preparation of budgets and variance analysis.
* Computation of Tax and filling of the Tax Returns clients and give advice to clients on HM Revenue and Custom.
* Calculate the Quarterly VAT and file the VAT return and filed to the HM Revenue and Custom.

**Accounts Executive - DHL Global Mail Services Ltd – United Kingdom June 2010 to Jul2011**

*Job Responsibilities*

# Set up, organize and assist in the job control of fulfillment publications.

* In charge of the shift supervisors and shop floor staff. It involves in planning their day to day task.
* In charge to set up the jobs bags, work sheets, freight and mailing instructions received from the clients.
* Replying emails and giving feedback to clients on the phone while dealing with customer enquiries.
* Docketing of mail, make sure the parcel has been delivered on the right date at the right time, by manifesting of freight movements.
* Work in line with the branch manager and set up processes to verify data provided for billing.
* Manage the stock control and fulfillment reports.
* Responsible to instruct dispatch jobs and ensure job completion abiding company standard.

**Associate 1 - Baker Tilly Mauritius Ltd May 2009 to Jan 2010**

*Job Responsibilities*

* Compute the cooperate tax for both local companies and offshore companies.
* Deal with the everyday Tax Queries from the offshore companies taking in consideration the DTA.
* Filing of Tax Returns every six months for local companies, offshore companies and also individuals.
* Responsible for the monthly payroll & PAYE for more than 150 employees.
* Audit checks at the clients place (local companies).
* Prepare Management Accounts for clients.
* Prepare bank reconciliations and management accounts.
* In charge of organising and maintaining the filing system.
* Assist local companies with queries raised by the Mauritius Revenue Authority.
* Responsible for post budget reviews and analysis.
* Calculate the monthly/ quarterly Vat for the local companies.
* File the VAT returns monthly/ quarterly.

**Payroll Clerk, Sainsbury’s PLC – United Kingdom Feb 2005 to April 2009**

*Job Responsibilities*

* Checkouts Assistant for a period of six months.
* Checkout Supervisor assists the checkout Managers.
* Payroll Clerk for a period of two years ,dealing with the time sheet, clock in and clock out of the staff, reporting to Departmental Managers about the hours worked by their staffs, dealing with absences, sick and holiday payments.
* Assist the Human Resource Manager in the day to day job such as absence level control.
* Assist in the meeting with the managers, reporting, and preparation of minutes of meeting helping in the filing of reports and taking down notes.
* Code Checker for a period of eight months, check the expiry date on products especially in the Fresh Foods departments.
* Deli Counter Assistant for one year while doing my MBA.

**Trainee Tax Advisor - KPMG Mauritius Public Accountants & Business Advisors – Mauritius Dec 2001 to Sep 2004**

*Job Responsibilities*

* Assisted Tax Manager in preparing Corporate Tax Computation for companies and individuals.
* Preparation of monthly & quarterly VAT returns.
* Prepare financial and taxation advice on business structures and plans.
* Prepare financial statements for the clients such as board of directors, management, shareholders and other institutions.
* Special tax provision Advisor to non-residents and expatriates.
* Assisted companies with queries raised by the Tax Authorities.
* Represent companies at the Tax Tribunal or Assessment Review Committee.
* Special assignments such as accounting and post budget reviews and analysis.
* Filing of Income Tax Returns for both companies & individuals.

**EDUCATION SUMMARY**

* Post Graduate Diploma in Business Management – Ncfe in Association with Athe United Kingdom.
* Master Degree in Business Administration - University of Wales Institute Cardiff United Kingdom.
* Advanced Diploma in Business Administration - Edgware College, London, United Kingdom.
* ACCA Level 2 -Information System - Pass
* ACCA Level 1 - Exempted
* Bachelor of Commerce – University of Pune, India.

**COMPUTER SKILLS**

* Microsoft Office Package: Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Access, Microsoft Outlook
* Accounting Software: Quick Books, Sage

**HOBBIES**

* Reading
* Listening to music
* Travelling