

Daniel D'cruz

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Summary

To give my best in my professional pursuit for the overall benefit and growth of the organization that I serve by facing challenges. Seeking a team-oriented environment that focuses on professional growth and development that will show my caliber to gain more experience and focus on the benefits of the organization.

Experience

Retention & Recovery Specialist

Sears Home Services • Longwood, Florida

08/2024 - Present

- Assist Customers in payment clearance/adjustments
- Renew subscriptions for customers either yearly or monthly
- New and Existing account updates/customization/transfer agreements
- Processing and troubleshooting of cancellations and refunds

Inbound Sales Representative

Sears Home Services • Longwood, Florida

10/2022 - Present

- Execute Protection Agreement renewals, up-sales & sign ups
- Process Home Warranties for Electrical Appliances & Home Systems
- Book Order Placements for Parts, service and Software
- Manage and Offer Member Support & Resolutions

Sales Representative/Cashier

VIP Smoke Shop • Longwood, Florida

08/2022 - 10/2022

- Responsible for Store Sales, Business Development & Up sales
- Tracked and monitored inventory, stocking and forecasting
- Updated products on website (WordPress)
- Added new customers on to ecommerce with new registrations
- Responsible for Customer Relationship Development

Senior Social Media Coordinator

Salsoft Technologies • Karachi, Sindh

12/2020 - 12/2021

- Consulted in Social Media Marketing & Management strategy for international product launches
 - Met deadlines on projects related to digital marketing
 - Collaborated cross-functionally managing projects alongside Social Media executives, Project Managers, Designers and Engineers
 - Strategized marketing plans and created packages according to the business niche and budget at hand
 - Responsible for up sales, renewals & retention of projects and clients
 - Worked alongside social media managers, business developers & coordinators to obtain revenue for the company.
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Admin/Finance Officer

Ernst & Young • Karachi, Sindh

08/2017 - 04/2020

- Multiple clients monthly and quarterly Billing for services rendered
 - Manage phone calls and correspondence (e-mail, letters, packages etc.)
 - Drafting invitation and authorization letters from KCCI for foreign employees and external consultants
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Skills

Sales Experience, Sales Support, Customer Support, Client Management, Project Management, Marketing, Social Media Management, Social Media Marketing, Customer Support, Client Management, Microsoft Office, Time management

Education

Bachelor in Commerce

Government College of Commerce & Economics • Karachi, Sindh

12/2019 •Grade: B

Pre-Engineering

St. Patrick's College • Karachi, Sindh

12/2012

- Grade: B
- Activities and societies: Soccer
- Major Subjects (Mathematics, Physics, Chemistry)

High school

St. Patrick's High School • Karachi, Sindh

12/2010

- Grade: A
- Activities and societies: Scouts; Art Society/Competitions; Basketball (junior team)
- Major Subjects (Mathematics, Physics, Biology, Chemistry)