

Ashley Patrick Gomes

**A/3 NANDA VIHAR, PHASE-1, JAIDEPUR WARD NO.43 R.T.O ROAD, HALDWANI, NAINITAL,
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Seeking for - Production Co-Ordinator, Process Associate, Customer Support Executive, Team Leader.

PROFILE

- Excellent aesthetic sense, hygienic attitude, and a polished etiquette.
- Ability to acquire new skills, knowledge, and qualifications to keep abreast with latest trends.
- Ability to work with relative calm in a high-pressure environment and time constraints. Professional with natural flair for building relations, Client handling and proven abilities in achieving optimum level of Client satisfaction.
- Exemplary leadership qualities and professionalism which promotes enthusiasm and teamwork excel in supervising, training, and mentoring junior staff.

Core Competencies

- Risk Assessment, Analysis and Management. Access, analyze and manage risk using appropriate frameworks + Professional judgment and skepticism for effective business management
- Measurement Analysis and Interpretation. Systems and Process Management✦
Interpersonal Communication Spreadsheet Proficiency Client Management

Experience:

***2.2 years of Experience with Interglobe Technologies International PVT. LTD (Gurgaon), From - 14, July 2014 till 31 September 2016, as a Process Associate (Blended Process) for-Expedia APAC International.**

*** 3 years of Experience with EXL Services (Noida), From - 2017 till 2020, as an Insurance Advisor for American International Group, Inc, (AIG) for the US Insurance Company.**

***4.3 years of Experience with SIX SALES TECHNOLOGY (Faridabad), From - 28, April 2021 till 06 July 2025, as a Production Co-Ordinator (Backend Print Media) for the US based Company- ADCART.**

•As we provide our clients with in-store grocery and dollar store advertising solutions that give local businesses the opportunity to promote themselves within their communities.

•Help and influence to provide the best advertising solutions by placing ads on shopping carts in supermarkets, offering businesses repeat exposure to local shoppers.

•A service that connects businesses with supermarkets to increase visibility and attract new customers through shopping cart ads.

•Help to create powerful multi-Channel marketing.

- Once a client's campaign is live, I coordinate closely with our design team to create compelling ad content. I ensure each ad aligns with the client's requirements and is strategically tailored to engage their target audience. I also take responsibility for reviewing and refining the ads, making adjustments as needed until the client is fully satisfied with the final result.

Key Accountabilities:

- Act as the point of contact between clients, designers, printers, and vendors.
- Ensure content and design align with brand guidelines and client expectations.
- Review and proofread materials before printing.
- Collaborate with designers and copywriters to maintain visual consistency and messaging clarity.
- Provide constructive feedback to refine designs and ensure accuracy in final outputs.
- Verify that all creative assets meet specifications for print production (e.g., bleed, resolution, color profiles).
- Ensure the final printed products meet both client expectations and industry standards.
- Assist in training junior Customer Support Representative and helping them to develop new skills.
- Forming Reports based on ads and stores sent out for printing on daily basis.
- Maintaining relationship with the Client and Customer.
- Proficient in improving customer experience and increasing satisfaction.

EDUCATIONAL & PROFESSIONAL CREDENTIALS:

Bachelor of Commerce (B.Com) 2015 from Allahabad University

Higher Secondary: From St. Joseph's College Allahabad (ISC Board) 2012

Secondary: From St. Joseph's College Allahabad (ISCE Board) 2010

CERTIFICATION:

- Member of English Editorial Society in School & had been Awarded as the Best Editor of the Society, TWO years in a row.
- Won the best performer of the month at Six Sales.

COMPUTER PROFICIENCY:

- ⦿ Microsoft Office, Internet Operation, Microsoft EXCEL, WORD, and OUTLOOK.
- ⦿ Commercial Software Packages such as ADVANTAGE, AS/400 platform (now known as IBM i).

EXTRA CURRICULAR ACCOLADES

- College Level Football Player.
 - An active member of Church as a vocalist & Guitarist
 - Member of the Anglo-Indian Committee
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Date of Birth: 30th January, 1993

Marital Status - Married