

PREM PRIYUM LOWTUN



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PROFESSIONAL SUMMARY

Permanent Resident, highly motivated bilingual (English and French), multifaceted, systematic, and results-driven, have developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a Master in Business Administration graduate with a blend experience in management and customer service, I am excellent in working with others to achieve a certain objective on time and with excellence. My previous experiences include; Management Support Officer- Ministry of Gender Equality and Family Welfare, Cash Apps Coordinator, Revenue Accounting Officer and in the Tourism and Hospitality Industry. I am willing to learn and develop my skills and experiences.

EXPERIENCE

Management Support Officer- Ministry of Gender Equality and Family Welfare

Port Louis, Mauritius • 10/2021 - 05/2024

Permanent (Full Time)

(i) Department: Office of the Honorable Minister (May 2022- Present)

- Provided dedicated administrative assistance within the Honorable Minister's office.
- Acted as a liaison with the National Assembly for Parliamentary Questions (PQs).
- Prepared and organized files for the Honorable Minister's use during National Assembly and Cabinet Meetings.
- Ensured prompt and accurate responses to all Parliamentary Questions for the Honorable Minister.
- Coordinated and scheduled appointments for the Honorable Minister.

(ii) Department: Human Resource Section (Oct 2021- May 2022)

- Open Files and report Assumption of Duty
- Update staff list
- Attend to request pertaining to Travelling benefits
- Process Application for leaves
- Compute passage benefits and update passage Register
- Update Files for officers who are to retire/resign/have passed away
- Prepare return of attendance from electronic machine and attendance register
- Seek application for leaves from absentees
- Enrolling of fingerprints and data input (ARMS)
- Filing and Despatch of correspondences
- Record movement of files
- Disposal of files
- Type letters
- Process file for On Call and Hotline Allowances
- Issuing of Mutual Aid Certificates, to whom it may concern, EWF, PSC Form 22
- Input and update database
- Follow up action in connection with filling of Performance Management System

Cash Apps Coordinator- DHL Global Forwarding LTD

Port Louis, Mauritius • 05/2021 - 10/2021

Permanent (Full Time)

- Efficiently processed and allocated payments to customer accounts, maintaining accurate accounts receivable ledgers
- Diligently analyzed AR ledgers daily, coordinating with team members to ensure prompt follow-up on assigned tasks
- Committed to strict adherence to established standards and compliance protocols

EDUCATION

Masters: Master of Business Administration- 2023

Open University of Mauritius

WES Canadian Equivalency: Master's degree

Bachelor of Science (BSc) Tourism and Hospitality Management- 2019

University of Technology, Mauritius

WES Canadian Equivalency: Bachelor's degree (Four years)

SKILLS

- Excellent analytical and problem-solving skills
- Adaptability
- Comfortable working independently and managing multiple tasks
- Attention to detail and accuracy in data entry
- Apply rules, regulations and procedures
- Ability to prioritize tasks and meet deadlines
- Customer and supplier focus
- Strong communication (Written and Oral) and interpersonal skills
- Demonstrated emotional intelligence and ability to handle confidential information
- Problem-solving abilities and strive for excellence and personal growth

- Executed monthly accounting and reporting tasks in line with MEA Operating Model (MOM) and DP DHL's financial policies, including IFRS and local statutory requirements
- Upheld DGF's Internal Control (ICON) system to ensure robust financial practices
- Managed and authorized write-offs in accordance with the Approval Matrix, ensuring precise processing in the SUN accounting system
- Produced ad-hoc financial reports and contributed to the seamless execution of month-end closing procedures.
- Worked with supervisors or project managers to develop schedules, monitor deadlines and coordinate resources.
- Responded to telephone calls and emails from customers or clients to answer questions or resolve problems.
- Provided customer service support via phone calls or emails when needed.
- Provided administrative support in scheduling appointments, organizing documents, and preparing reports.
- Organized data by creating spreadsheets or other visual aids for easier analysis.
- Maintained accurate records of projects, tasks, and deadlines using database software.
- Utilized problem solving skills to troubleshoot complex situations involving multiple parties.
- Drafted correspondence, reports and other documents based on instructions from supervisors or managers.

Revenue Accounting Officer- Maureva LTD

Ebene, Mauritius • 12/2019 - 06/2020

Permanent (Full Time)

- Efficiently monitored diverse data streams, including physical and electronic records from airports, agencies, and GDS systems, ensuring comprehensive oversight
- Diligently captured and processed physical data for accurate invoicing, adhering to IATA standards for transactions with interline partners and regulatory entities
- Conducted thorough analysis of sales and refunds, implementing corrective measures with travel agencies and airline partners to optimize revenue integrity.

Receptionist- Château d'Artigny & Spa

Montbazou, France • 05/2017 - 10/2017

Trainee

- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure an exceptional customer service experience
- Check-in and Check-out of customers
- Answer, screen and forward incoming phone calls
- Room Reservation
- Provide basic and accurate information in-person and via phone/email
- Arrange travel and accommodations, and prepare vouchers
- Perform other clerical receptionist duties such as filing, photocopying and faxing.

Rooms Division Trainee: Front Office and Housekeeping- Shandrani Resort and Spa

Le Chaland, Mauritius • 12/2015 - 01/2016

Trainee

Food and Beverage Trainee: Kitchen and Restaurant- Preskil Beach Resort

Pointe Jerome, Mahebourg, Mauritius • 06/2015 - 08/2015

Trainee

CERTIFICATIONS

- Training Course on Risk Management, Civil Service College, Mauritius, 2024
- Foundation Course for Management Support Officers, Civil Service College, Mauritius, 2022
- Fire Safety and Fire Risk Management for Fire Wardens, Civil Service College, Mauritius, 2022
- Statement of Ranking, School Certificate October/November 2011 Examination, Mauritius Examinations Syndicate, 2012
- Concours de Langue Française, Alliance Française De Maurice, 2005-2009

REFERENCES

Mrs. Sheereematee (Renuka) Mohit-Juliette

Human Resources Manager

Ministry of Gender Equality and Family Welfare, Mauritius, Port Louis

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