

# DAVID ALEXANDRE WOOMED



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## PROFESSIONAL SUMMARY

*Commercial Assistant | Business Operations | Customer Relations | Sales Support / Marketing Assistant / Merchandiser / Customer Support*

Experienced and self-driven professional with over 15 years in commercial operations, customer service, and business management. Proven ability to support and lead sales processes, prepare quotations, manage client relationships, and oversee day-to-day operations. Former company owner with deep understanding of commercial workflows and team leadership. Highly adaptable, self-taught, and efficient, with a strong record of delivering results in dynamic environments.

## SKILLS

*Time Management  
Adaptability*

*Recruitment & Training*

*Problem-Solving*

*Data Entry & Reporting*

*Process Improvement*

*Customer Service Excellence*

*Team Leadership & Coaching*

*Garment Manufacturing*

*Business Operations*

*Client Relationship Management*

*Sales & Quotation Management*

## WORK HISTORY

**Co-Founder / Director - The Uniform Factory Ltd - Port Louis (Jul 2019 - Present)**

- *Founded and managed B2B garment manufacturing and retail business*
- *Oversaw full sales cycle: client meetings, quotation prep, order management, and delivery*
- *Managed production, fabric sourcing, quality control, and after-sales service*
- *Provided expert guidance on garment development and manufacturing process*

**Operations Support (Contract) - Futureway-Textile Co Ltd - Castel (Feb 2023 -Feb 2025)**

- *Assisted with start-up operations including payroll and MRA filing*
- *Monitored customer orders and ensured workflow efficiency*

**Call Center Supervisor - First Communication - Cybercity, Ebene (Feb 2019 - Feb 2021)**

- *Managed a 15-person team working on client appointment project*
- *Oversaw SLA/KPI performance and conducted training and coaching*

## Education & Training

### *Self-Taught Professional - Autodidact*

*Acquired strong business operations, and management knowledge through hands-on experience and self-learning.*

### *Imperial College SC - Not Attended Exams*

- Leadership Essentials
- Customer Service Skills
- Management Essentials
- Health & Safety Basics

## Languages

- English - Fluent
- French - Fluent

### **Business Collaboration Consultant - Avep Consulting - Port Louis (Mar 2017 - Feb 2019)**

- Coordinated remote call/data center operations for Belgian client
- Handled recruitment, logistics, reporting, and training

### **Assistant Operation Manager - Tech Support - RHB Outsourcing - Ebene (Mar 2015 - Jan 2017)**

- Supervised 100+ interns in tech support operations
- Managed refunds, complaints, KPI tracking, and performance analysis
- Started as sales agent for 6 month and opportunity was given when increase of team and knowledge sharing capacity/situation handling
- Coaching / training

### **Assistant Supervisor (MNIC Project) - One Valdus - Pamplemousses (Sep 2013 - Sep 2014) - 1 year contract**

- Logistics handling and team training for Mauritius National ID card project
- Managed daily operations, quality checks, and stock control

### **Call Center Supervisor - Apollo Solutions Group - Pointe aux Sables (Feb 2011 - Dec 2013)**

- Assisting Account Manager in team handling client forecast&billing, reporting, KPI forecasting
- Conducted coaching sessions and assisted Account Manager with admin tasks
- Started as agent and proven capacity to develop and adapt

### **Manufacturing Analyst - Compagnie Mauricienne de Textile - Pointe aux Sables (Aug 2009 - Oct 2010)**

- Analyzed client productivity forecasts and tracked manufacturing workflow
- Prepared detailed reports on production and export timelines

### **Chef de Rang - LUX\* Resorts & Hotels - Bel Ombre (Jan 2007 - Mar 2009)**

- Provided high-standard dining service and supported supervisor in daily operations