



FLAVIN DSOUZA

Sr.Customer service executive

SKILL SUMMARY

Good organizational skills
Communication and presentation skills
Quick learner
Team management
Leadership

CONTACT

PHONE:
+971 543979180

EMAIL ID: flavindsouza8@gmail.com

ADDRESS: AL KARAMA – DUBAI

PERSONAL INFORMATION

Date of birth: 14.09.1997
Nationality: Indian
Languages known: English, Hindi,
Marathi, Konkani.

EXTRACURRICULAR ACTIVITIES

- Licensed Football coach.
- Worked as Kit manager for Mumbai City FC for (Season 4 and 6).
- Worked as a Dressing room in charge of Mumbai FC for I league.
- Worked for Premier Futsal as dressing room in charge.
- Freelance as a football coach in various academies.
- Represented various teams in Mumbai for {Mumbai League}.

EDUCATION

SANDESH VIDYALAYA JUNIOR COLLEGE – HSC (MAHARASHTRA STATE BOARD) | 2019- 2020

ST JOSEPH TECHNICAL SCHOOL PRIVATE INDUSTRIAL TRAINING INSTITUTE -ITI (MAHARASHTRA STATE BOARD) | 2013-2015

MD BHATIA ENGLISH SCHOOL-SSC (MAHARASHTRA STATE BOARD) |2011-2012

WORK EXPERIENCE

SR. CUSTOMER SERVICE ASSOCIATE | TELEPERFORMANCE PVT LTD
15TH DEC 2021– 10TH JAN 2024

- Managed debit and credit claims process for JPMorgan Chase, ensuring efficient resolution of disputes, fraud cases, and account discrepancies.
- Communicating effectively with customers, other departments, and to ensure timely resolution and customer satisfaction.
- Promoted to Acting team leader, oversaw and directed zelle and online transfer operations.
- Provided guidance and supervision to a team of 15 agents handling zelle and online transfers, ensuring accuracy, efficiency, and exceptional customer service.

CUSTOMER SERVICE ADVISOR | CONCENTRIX SERVICES INDIA PVT LTD
1ST FEB 2021 – 15TH DEC 2021

- Managed zeta (interpay) pilot process, which revolves around a digital wallet like Google Pay and Paytm.
- We assist customers in resolving their queries and ensuring smooth payments using QR codes or linked cards due to their tie-up, enhancing the overall payment experience for users.