



# JESTON SHAWN SOANS

Sr.Operations Representative

## PROFILE

A result oriented senior Representative – Operations with a proven record of optimizing customer support operations to elevate customer satisfaction. Experienced in leading & mentoring teams, streamlining processes, & collaborating cross-functionally to ensure seamless customer interactions. Efficient in resolving escalated issues. Committed to fostering a customer-centric culture within organizations.

## CONTACT

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+971565934088

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## SKILLS

Strong leadership & Communication  
Problem Solving  
Customer Service  
Team Work & Management  
Adaptability  
Time Management  
Conflict resolution  
Resilience

## EDUCATION

### **St. Aloysius College, Mangalore**

June 2008 – May 2011  
ITI – Computer Operator  
Programming Assistant

### **St. Aloysius College, Mangalore**

June 2006 – May 2008  
PU – Commerce

## WORK EXPERIENCE

### **M/s. Concentrix, Bengaluru**

#### **Sr. Representative Operations – Customer Service**

July 2022 – Sep 2023

As a Sr. Representative Operations - Customer Service, my responsibilities included overseeing and managing the day-to-day operations of the customer service department. Ensure smooth and efficient customer interactions to enhance overall customer satisfaction and loyalty. Responsible for leading a team of customer service representatives, monitoring performance metrics, & implementing best practices for exceptional service delivery.

- Oversaw and managed daily operations of the customer service department, ensuring smooth interactions and exceptional service delivery.
- Led a team customer service representatives, providing guidance and performance evaluations.
- Implemented process improvements to enhance operational efficiency and customer satisfaction.
- Resolved escalated customer issues promptly, demonstrating strong problem-solving.
- Monitored key performance metrics such as average response time, customer satisfaction scores, and SLA adherence.
- Conducted training sessions to develop team members' skills and foster a customer-centric culture.
- Collaborated with cross-functional teams to ensure a seamless customer experience.
- Responsible for meeting monthly goals & quality standards through efficient & accurate work processes
- Utilized CRM software to track customer interactions, generate reports, and analyze data for informed decision-making.

## ACHIEVEMENTS

Recognized & Awarded for the Following

- High Customer Satisfaction Score
- Improved First Contact Resolution Rates (FCR)
- Highest Target Achieved in a single day

## PERSONAL INFORMATION

Date of Birth : 25-02-1991  
Citizenship : Indian  
Marital Status : Married  
Languages : English, Hindi, Kannada, Tulu & Konkani  
Visa : Visit Visa

### **M/s. Sai Radha TVS Motors, Mangalore** **Data Management System (DMS Parts Executive)** Jul 2021 – May 2022

As a DMS Parts Executive, I oversaw the data management and performance of the parts inventory system. Optimized inventory levels, streamlined ordering processes, and ensured data accuracy. Analyzing data, generating reports, and implementing process improvements were also the key responsibilities.

- Monitoring and maintaining the Data Management System (DMS) for parts inventory.
- Conducting regular quality checks and data validation to ensure accuracy.
- Streamlining parts ordering and delivery processes to improve efficiency.
- Generating reports and analyzing data to identify trends and support decision-making.
- Training and supporting team members in effectively utilizing the DMS.

### **M/s. TVS Parts Mart, Mangalore** **Field Executive** Oct 2020 – Jul 2021

Oversee field operations, build client relationships, drive sales, and ensure efficient execution. Conduct product demos, monitor market trends, and coordinate inventory. Collaborate cross-functionally for seamless operations and customer satisfaction.

- Managed field operations, ensuring efficiency and adherence to company standards.
- Built and maintained client relationships, providing exceptional customer service.
- Conducted product demonstrations and presentations to drive sales.
- Monitored market trends and recommended improvement strategies.
- Coordinated inventory and logistics to meet customer demands.
- Provided regular sales reports and updates.
- Collaborated with cross-functional teams to ensure seamless operations.

### **M/s. Stats Perform, Mangalore** **Senior Content Editor** Aug 2011 – Jun 2020

- Completion of everyday tasks based on live matches of specific countries and covering almost up to 15 matches in a day.
  - Updating live goal scores and Number of games covered include cricket, handball, ice hockey, rugby, baseball, volleyball.
  - Responsible for Quality checking of all matches and games
  - Creating membership of players on an everyday basis
  - Training for new employees in the process
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