



Carol Susan Dsouza

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PROFILE

Diligent and proactive customer service professional with proven excellent track record engaging and resolving the queries of a customer improving the overall service quality. Seeking a position for professional growth, while being resourceful, innovative and flexible to achieve Organization and personal G.

TECHNICAL SKILLS

- C
- C++
- JAVA
- SQL

SKILLS

- Inventory management
- Payroll
- Customer Engagement
- Loans and mortgage
- Active listening

AWARDS & ACHIEVEMENTS

- Cheer Award for highest loans processed with Good Quality.
- Ace of Rookies for processing highest number of loans.

WORK EXPERIENCE

FOLLOW UP CLERK, INNOVAGE TECHNOLOGY - Dubai

January 2023 to February 2024

- Handling In-bound, Out-bound and complaints from end use customers on payment deductions and services.
- Identify & assess customers' requirements for quick resolutions.
- Managed target oriented Inbound, outbound calls, complaints and WhatsApp queries.
- Proactively improved the customer satisfaction score by following up the customers and engaging on feedback survey.
- Following up with clients or customers to check on dissatisfactory purchases and requested for feedback for implementing improvements on process or services.
- Generated sales leads for formation of new customers for our client.
- Achieved the sales targets and call handling of 90%.
- Determining the quickest, most effective ways to answer a client's or customer's questions.

PROCESS EXECUTIVE-VOICE, COGNIZANT TECHNOLOGY SOLUTIONS – FIFTH THIRD BANK - MANGALORE

AUGUST-2021- SEPTEMBER 2022

- Responsible for reviewing the customers Loan payments clearance and informing the required legal agencies for the breach.
- Initiating the refunds from the bank for dual payments.
- Interacting with tax agencies for customers tax payment related queries and updating the same in clients' applications.
- Processing claims such as Non-Payments, refunds and Property legal documents on behalf of the client – Fifth Third Bank.
- Adhering to quality requirements achieve targets, volumes in given TAT
- Sharing ideas that can be implemented to improve the overall process.
- 100% adherence to SLA metrics as defined by clients.
- Meeting internal/external customer needs in a manner that delighted them while sustaining productive relationships of positive feedback escalation from clients.
- Supported in procuring information for memo bills.

OFFICE ADMINISTRATOR SUPERVISOR, MARTINY MIXOLOGY - MANGALORE

AUGUST 2019 – MAY 2020

- As office administrator was responsible for coordinating with staff, vendors and all the contract workers, for organizing the events.
- Supported budgeting and bookkeeping procedures.
- Create and update records and databases with personnel, financial data.
- Track stocks of office supplies and place orders when necessary.
- Maintained attendance records for all the staff and processed the payroll.
- Co-ordinated with the event management team to manage the inventories
- Supported in-house recruitment and evaluating training needs for the staff.

EDUCATION

MAY 2016

BACHELORS OF COMPUTER APPLICATIONS.

ST. ALOYSIUS COLLEGE,
MANGALORE

MAY 2017

POST GRADUATE CERTIFICATION IN SOFTWARE DEVELOPMENT

NIIT INSTITUTE, MANGALORE

CUSTOMER RELATION OFFICER, HINDUJA GLOBAL SOLUTIONS - MANGALORE

NOVEMBER 2016 -MAY 2018

- Managed In-bound customer queries for IDEA.
- Provided on-call solutions for the customers within the set TAT &SLA.
- Proactively developed an improved system by following up with unsatisfied customer to ensure the customer retention.
- Generated sales leads for formation of new customers for our client.
- Adhered to company guidelines and compliance.
- Build sustainable relationships and trust with customers through open-end and interactive communication.
- Met personal/customer service team sales targets and calls handling 98% Quality metrics.