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|  |  | Dear Sir/Madam  Are you looking for a Senior Executive or equivalent role with:   * 8 years of hands-on experience in telesales & customer service ? * Knowledge of the latest Microsoft Office for preparing daily reports & presentations? * Excellent written and oral communication skills? * A passion to learn and to increase skills?   **If so**, then you need look no further. You will see from my enclosed resume that I meet all of these qualifications and more. I would very much like to discuss opportunities with Your Company. To schedule an interview, please call me o on +917303445878. The best time to reach me is between 8:00am and 10:00pm IST, but you can leave a message or email at any time, and I will return your call. Thank you for taking the time to review my resume. I look forward to talking with you.  Sincerely,  **Javis Fernandes**  Enclosure | |
| ***Javis Fernandes*** **CONTACT** **PHONE:**  +917303445878  **EMAIL:**  javisfernandes@gmail.com |  |

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| Profile Skilled in Service Delivery, Sales, Customer Relationship Management (CRM), Customer Satisfaction, and Customer Retention. Strong finance professional with a Executive Masters in business administration focused in Retail & Operation from Kazian School of Business Management Contact **Javis Fernandes**  Tell no: +917303445878  Address : B.I.T. Blocks 6/61  Dr Ambedkar road  Parel Mumbai 400012.  EMAIL: [javisfernandes@gmail.com](mailto:javisfernandes@gmail.com) Achievements & Hobbies State level boxer & semi-finalist for the 2010 inter state championship, representing **Central Railway**.  2nd degree black belt in Taekwondo & practicing MMA.  Outdoor & indoor sports.  Volunteering for community service. |  | EDUCATIONKazian School of Management. 2015 - 2017 Executive Masters in Business Administration ‘Operations Management’ majors with “A” GradeVenkateshwara Open University. 2016 - 2017  Executive Higher Diploma in Business Administration ‘Retail Management Majors’ WORK EXPERIENCEJP Morgan Chase & Co. **Fraud Analyst**  May 2019 till December 2019   * Monitor Customer accounts for possible fraud. * Analyse fraud & report accounts if potentially fraud application. * Report charges as fraud after discussing with Customer & investigate  West India Avenue **Telesales/Telemarketing Executive**  September 2016 – March 2019   * Collating data & generating Leads. * Cold calling Lead to convert into potential Customers * Sales pitch over the call to customers & complete sale  Tech Mahindra Business ServicesCustomer Finance Associate October 2013 – August 2016   * Determine customers’ financial needs & prepare proposals to sell service that address these needs. * Refer unresolved customer grievances to designated departments * Recommend improvement in products, services or billing methods & procedures to prevent any future issues  Tech Mahindra Business ServicesCustomer Relations Associate July 2012 – December 2012   * Solicit sales of new or additional services or products. * Check to ensure that appropriate changes were made to resolve grievance * Keep records of customer interactions or transactions, recording details of inquiry, complaints or comments as well as actions taken.  Ocwen Financial Solutions Private LimitedCustomer Care Co-ordinator November 2011 – June 2012   * Contact perspective customer to present information 7 explain available services. * Determine charges for services requested, collect deposits & payments or arrange for billing. |