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|  |  | Dear Sir/MadamAre 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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| ProfileSkilled 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 ManagementContact**Javis Fernandes**Tell no: +917303445878Address : B.I.T. Blocks 6/61Dr Ambedkar roadParel Mumbai 400012.EMAIL: javisfernandes@gmail.comAchievements & HobbiesState 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 - 2017Executive Masters in Business Administration ‘Operations Management’ majors with “A” GradeVenkateshwara Open University.2016 - 2017Executive 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 AssociateOctober 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 AssociateJuly 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-ordinatorNovember 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.
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