

CURRICULUM-VITAE

Esther Sarah Zaccheus

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Career Objective:

To work in a challenging environment where I get opportunity to learn and develop my technical skills and make best use of it for the growth of organization and establishing myself.

Work Experience:

- Working with **Concentrix Daksh Services India Pvt. Ltd. (Axis Bank Ltd Process)**
 - ❖ **Designation – Sr. Representative, Operations for Axis Bank Process (From 02nd March 2023 to till date)**
 - Taking calls of axis bank premium credit card holders and providing them support related to their queries related to credit cards.
 - Handling axis bank premium customer accounts and resolving their queries / issue's related to their bank account.
 - Handling Client's database, co-ordinating for feedback and up-selling of axis bank other products like Home Loan, Personal Loan Etc.,
 - Managing client queries, banking / cards related query, transaction / statement related, refunds and unauthorized transactions related query.
 - ❖ **Designation – International Sr. Client Support Exe. – Web Sky World (Unit of Web Surface World Pvt. Ltd.) (From 20th April 2016 to 28th November 2022)**
 - Taking Backend Related Decisions for the Team, Leading / Handling Queries of colleagues.
 - Taking Escalations on call and chat / email support of international clients.
 - Handling Foreign Client's database, co-ordinating for website development and after sales service with client.
 - Taking client feedback on query basis to enhance the quality of support delivered throughout the tenure of our client.
 - **Reconciliation of all the team members work everyday to avoid missing any pending work or day task.**
 - Managing client queries, web related query, web promotion, keywords and advertising related query.
 - Chat Support / Email Support for existing and new clients.
 - Keywords and content management including providing keywords and content suggestions to clients.
 - Handling company's old and new clients from Canada, United Kingdom, USA, China and South Africa region.

- ❖ **Designation – Compliance and Customer Service Executive – HRD Antwerp (From 8th February 2016 to 15th Nov 2016)**
 - Handling of diamonds, checking their quality and preparing the final quality check report.
 - Customer service and walk in customer support including meeting and sale of diamonds
 - Complying to administrative procedure of diamond checkin and checkout.

- ❖ **Designation – Customer Service – TTS Visas (From 1st March 2013 to 29th January 2016)**
 - Issuing Visas for countries like Singapore, uae and schengen countries.
 - Customer service including answering calls, replying of emails of clients asking about visa status, rejection or additional information if required.
 - Attending walk-in clients and guiding them for their queries related to travel, tickets, visa and documents (including attestation).
 - I use to take feedback from the clients on regular basis to make sure they stay in touch with company whenever required.
 - Taking calls of client’s inquiries and informing them about documents, visa cost and travel guidelines country wise.

Educational Qualifications:

- ❖ Bachelor of Arts Pass from **RD National College** Mumbai in 2012.
- ❖ Diploma Journalism and Mass Communication **Nanavati Women’s College** Mumbai in 2011.
- ❖ 12th passed from **Sathaye College** Mumbai in 2008.
- ❖ 10th passed from **Holy Cross High School** Mumbai in 2006.

Technical Skills:

- ❖ **Basic Knowledge about computer** (including MS Office Word, Excel, Power Point etc.)

Strength:

- ❖ Flexible
- ❖ Positive Attitude
- ❖ Hardworking
- ❖ Dedicated to work

Personal Profile:

Husband Name	:	Aakash Massey
Date of Birth	:	14 th Oct 1990
Marital Status	:	Married
Nationality	:	Indian
Hobbies	:	Reading Books, Traveling, Listening Music
Languages Known	:	English & Hindi

DECLARATION

I hereby declare that the above information given is true and correct to the best of my knowledge.

Date:

Place:

(Esther Zaccheus)