

Jason Fernandez

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Nationality	Indian	Driving license	Uae Driving License
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LINKS	https://www.linkedin.com/in/jason-fernandez-4b314091/
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ACHIEVEMENTS & SUMMARY

- Customer and Management Appreciation
- Maintained a 95% customer satisfaction rating by resolving inquiries and complaints in a timely and efficient manner.
- Award for not taking unplanned leaves
- Achiving KPI targets
- Led a team of customer service representatives, providing guidance and support to ensure excellent service delivery.
- Meeting Sales targets
- Best Team Leader Award

Focused and proficient banking customer service professional skilled in customer relationship management, debt management, compliance and sales. Offering 17 years of diversified experience in related roles, Desire to take on a permanent role with room for advancement. Experienced in supporting senior management, Able to multitask and work independently.

EMPLOYMENT HISTORY

Aug 2022 — Present

Contact Center Associate, Abu Dhabi Commercial Bank

- Educated customers about billing, payment processing and support policies and procedures.
- Approved and terminated customer contracts upon request.
- Conducted outbound calls as needed for survey participation or follow-up appointments, contributing towards successful completion of company initiatives.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Liaised with sales, marketing, and management teams to develop solutions and accomplish shared objectives.
- Supported new hires through mentorship, helping them acclimate to the contact center environment more quickly.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Provided exceptional customer service, resulting in positive feedback from clients and management alike.

Jul 2021 — Jul 2022

Customer Service Team Lead, Quicklease Car Rentals

Dubai

- Improved overall team morale with effective motivational techniques like reward programs, recognition events, and transparent communication practices.
- Cultivated positive, productive team environments, resolving conflicts quickly.
- Leveraged data and analytics to make informed decisions and drive business improvements.
- Created and maintained detailed database to develop promotional sales.
- Participated actively in company-wide projects aimed at refining policies or introducing new customer service initiatives.
- Took cash and credit card payments via phone, in person, and through email.
- Increased efficiency and team productivity by promoting operational best practices.
- Prepared reports by collecting and analyzing customer information.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.

Aug 2020 — Jun 2021

Relationship Officer, Derived Commercial Brokers

Dubai

- Selling credit cards through Open Marketing.
- Acquisition of new company listing internal client references also with other Marketing sources.
- Visiting companies door to door for selling credit cards
- Cold calling Providing Prompt accurate product process information Assist Customer with completion of credit card application.
- Strong knowledge of general banking commercial lending procedures practices.

Jun 2018 — Nov 2019

Priority Banking Support Officer, Commercial Bank International

Dubai

- Attended personnel meetings and training sessions to improve skills and learn new policies and procedures.
- Helped meet changing demands by recommending improvements to business systems or procedures.
- Provided reporting for forecast analysis and ad-hoc reporting in support of decision-making.
- Conducted MIS management by developing KPI, business & performance reports.
- Monitored SLA, compliance with branches, contact center and internal departments to maintain strong service standards and achieve high performance levels.
- Reviewed and improved service Standards, procedures & policies.
- Developed team communications and monitored social media and online sources for industry trends.
- Steered portfolio communications to Priority banking clients in partnership with marketing team to Promote X sell, retention and capture target market.

Sep 2016 — May 2018

Customer Service Representative, Commercial Bank International

Dubai

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Updated account information to maintain customer records.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.

Apr 2016 — Aug 2016

Collections Officer, Intelenet / Teleperformance

Dubai

- Generated and distributed monthly customer statements.
- Deployed automated system tracking and skip tracing to locate hard-to-find, re-located customers.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Verified and reviewed customer account information.
- Established positive rapport with clients, fostering trust and open lines of communication throughout the collections process.
- Negotiated re-payment plans by identifying causes of delinquent payments to assist in recovery of debt and meet realistic timeframes.

May 2014 — Jan 2016

Customer Service Representative, Tanfeeth / Emirates Islamic Bank

Dubai

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Updated account information to maintain customer records.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Conducted training sessions for Customer Service Representatives on various aspects of the job including soft skills development, product knowledge enhancement, and procedural updates.
- Answered customer telephone calls promptly to avoid on-hold wait times.

Jun 2006 — Dec 2012

India Experience

Bangalore & Goa

- Jun'06 – Dec'13,

EDUCATION

Jul 2013

Bachelors Of Commerce, Periyar University

SKILLS

Adaptability

Fast Learner

Ability to Work in a Team

Time Management

Communication Skills

Working Under Pressure

Ability to Multitask

Customer Service

HOBBIES

I Have a flair and knowledge for Automobiles & love playing football.

LANGUAGES

English

Hindi