

**Wilma Dsouza**

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## **Profile**

Self-motivated, committed and with good people skills and a sense of responsibility. Able to relate to a wide range of people. Fully experienced in using computerised systems and working accurately. Quick to learn new skills, willing to undertake any further training that may be required.

## **Skills**

- Good communication and 'people skills'
- Presentation skills – written and oral
- Very fast typing skills
- Motivating and coaching staff
- The ability to work as part of a team
- An approachable, polite and helpful manner
- Confidence and tact
- A reliable and responsible attitude
- Good administrative skills including appointment bookings and data management
- Strong IT Skills with good knowledge of Microsoft Office packages

## **Work Experience**

Customer Service Advisor, Back office agent & Quality Analyst gained in 3 Global Services (3 years)

- Handled customer service inbound calls
- Met daily KPIs and handled team activities
- Handled Process end-to-end and reported back to management
- Promoted to Quality Analyst within 20 months of service
- Analysed call quality, gave feedback and trained agents based on observations

Call Centre Manager, MIS Manager and Service Quality and Audit Manager gained in ICICI Prudential Life Insurance (6 years)

- Managed the day-to-day operations of the vendor call centre team in terms of Quality, Training and Overall Management
- Handled Top Management and Sales reports for the company
- Conducted Audits for the smooth functioning of the company and inter-departmental co-ordination

### **Work History**

Customer Service Agent (14 months), Back Office Agent (6 months), Quality Analyst (18 months) for 3 Global Services

Call centre manager (15 months), Upsell team manager (12 months), MIS manager (24 months), Service Quality and Audit Manager (8 months) at ICICI Prudential Life Insurance Company Ltd.

### **Training**

- Customer Service
- Quality
- MIS and Systems
- Training teams
- Audit

### **Additional Information**

- Participated in various church activities.
- Successfully carried out various projects during college days
- Have worked as a PRO and facilitated various marriage functions.