



# Marilyn Dsouza

Professional Customer Service Executive



## Contact

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## Professional Summary

Enthusiastic, hardworking Professional eager to work in a reputed organization with sincerity and dedication to the best of ability; with the objective of contributing to the organization as well as enhancing own personal growth. Experienced Professional with over 10 years of expertise in Customer Service.



## Work History

2014-06 -  
2020-12

### Cabin Crew

Etihad Airways, Abu Dhabi, UAE

- Operated in compliance with all airline and federal aviation regulations for complete compliance with safety and security procedures.
- Drove passenger satisfaction by answering questions and providing solutions to issues arising during flights promptly.
- Attended workshops and trainings in customer service, conflict resolution tactics and safety procedures to keep abreast of all new requirements and procedures.
- Maintained firm yet positive attitude when dealing with distressed passengers, working to provide best customer service inflight, calm fears and provide secure environment.
- Described product and service details to customers to provide information on benefits and advantages.
- Explained online self-help options to customers to promote additional and after-hours support choices.
- Assessed customer service trends and evaluated complaints to determine areas in need of



## Skills

Customer service expert



Team Builder



Project Management



Planning and Coordination



Multitasking abilities



Computer Expertise



Exceptional interpersonal communication



First Aid & Fire Fighting Skills



Online chat and email



Documentation and notes



Customer Relations



Adherence to high customer service standards



enhancement and align teams to better meet customer demands.

Excellent time management skills



Research and due diligence



Customer-focused



Administrative support



2013-11 -  
2014-04

## Senior Software Tester

EMEA TTA Implementation, TATA Consultancy Services, Mumbai, MH

- Execute File testing procedures in Citidirect Production for various Corporate Clients in EMEA and CEEMEA region.
- Prepare Reports and suggest amendments/corrections for successful completion of transactions in Citidirect.
- Coordinated work with various teams to solve problems and improve efficiency for software testing and automation.
- Effectively interacted with Level 2 support departments regarding software defects and upgrade issues, working closely to develop innovative solutions.
- Carried out tests to identify, report and repair issues for cohesive applications for Clients.
- Increased and improved knowledge of latest software and testing tools by engaging in all available trainings and seminars.
- Involved in planning and training of Junior Software Testers.

## Languages

English



Hindi



2011-06 -  
2013-04

## Senior Technical Support Analyst

TATA Consultancy Services, Mumbai, MH

- Working closely with team of 6 members to handle issues arising in processing of transactions at various systems and suggesting solutions and coordinating with Countries and Branch Heads for new releases.
- Handling, executing, analyzing and troubleshooting top client applications such as Citidirect (Production environment).Resolving issues,, request and defect raised by L1 Support teams across 32 CEEMEA Countries.
- Coordinating with Level 3 support teams for defect resolution.

- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.

2009-07 -  
2011-06

## ● **North America Service Desk (Technical Support Analyst)**

TATA Consultancy Services, Mumbai, MH

- Providing 1st level support to client with basic troubleshooting steps via Telecommunication and Emails.
- Analyze user's queries related to computer applications/hardware.
- Analyze and take corrective measures to improve customer experience.
- Served customers in friendly, efficient manner following outlined steps of service.
- Exceeded goals through effective task prioritization and great work ethic.
- Developed and maintained courteous and effective working relationships.
- Prepared variety of different written communications, reports and documents to ensure smooth operations.

2009-01 -  
2009-07

## ● **Executive Project Manager**

Ugam Solutions, Mumbai, MH

- Providing Project Management Services for US and UK clients.
- Individually handled 5-6 projects at a time.
- Coordinating/Managing Marketing, Research and Development team throughout project's life cycle.
- Interact/Discuss with client via conference calls and web based Training.

- Suggesting clients of effective measures that can be taken to meet targets/timelines.
- Outlined work plans, determined resources, wrote timelines and generated initial reports/statistics as part of project scope determination.
- Compiled product, market and customer data to forecast accurate sales and profit projections.
- Provided outstanding service to clients through effective communication and proactive approach in effort to promote future business opportunities.



## Education

2005-04 -  
2008-01

- **Bachelor of Applied Science in Information Technology**

Mumbai University - Mumbai, India

2002-03 -  
2004-04

- **Higher Secondary School , C.B.S.E**

SENIOR SCHOOL - Mumbai, India



## Certifications

- ITIL V3 Foundation Certified
- Certified First Aider