



# JENIFER PEREIRA

## ABOUT

I am a Competent professional with over 9 years of experience in Customer Service. -Experienced in forecasting workload and scheduling staff to meet anticipated requirements within scheduled turnaround time thereby enhancing efficiency

## PROFESSIONAL SKILLS

Digital Content Writer  
Advance Excel

## PERSONAL SKILLS

People Management  
Customer Service  
Client Relationship Management  
Training & Mentoring  
Team Management  
Quality

## CONTACT

P: 00971561276191  
E: jenniferbuthello@gmail.com

## PERSONAL PARTICULARS

Date of Birth : 12th March 1983  
Languages known : English, Hindi, Marathi  
Nationality : Indian  
Religion : Christian  
Marital Status : Married  
Passport No : V2986487  
Date of Expiry : 03/10/2031  
Visa : Spouse Visa  
Valid till : January 2025

## WORK EXPERIENCE

### SENIOR CUSTOMER SERVICE EXECUTIVE

Teleperformance Global Services (Dubai) - DHA Process | Aug 2018 - Jan 2021

- Dealing with customers from UAE to book, confirm & reschedule the appointments in Hospitals & Primary Health centers
- Due to my hard work and dedication, I was asked to support the business as Real-Time Management starting June 2019.
- Maintain the daily Service Level, analyze and generate the daily report.
- Maintain the adherence report for the floor.
- Update the breaks for the floor based on the service level analysis.
- Update the floor roster on the systems to make it available for the floor to view before the weekend.
- To work with the training team when they want to arrange for floor training without impacting the service level.

### CUSTOMER SERVICE ASSOCIATE

Sutherland Global Services (Dubai) | Jan 2016 - Aug - 2018

- Dealing with customers from UAE, for Credit Cards with NBAD.
- Collection process, handling customers from buckets 1, 2 & 3.

### FRAUD ANALYST

JP Morgan Chase | Mar 2015 - Nov 2015

- Identify and trace any suspicious or high-risk transactions, and determine if there is improper activity involved and if there is a risk to the bank or its customers
- Generate a flag on the account for further investigation if any transaction or series of transactions do not fit the expected activity of the customer transaction behavior.

#### PROCESS ASSOCIATE & CASE MANAGER

TATA Consultancy Services Pvt. Ltd. | Feb 2014 - Dec - 2014

- Helping them get their phone connections changed from copper to fiber.
- To provide assistance regarding any delays to check the reason behind and investigate the same and get the issue resolved.

#### LEAD ADVISOR

3 Global Services Pvt. Ltd. | Oct 2006 - Jan 2014

- To provide assistance regarding understanding the bills, investigation of bills, and explaining the additional services provided by 3 as a network provider.
- Have supported the broadband customer's service department for 2 months and was moved to iPhone customer service.

#### SENIOR CUSTOMER SERVICE EXECUTIVE

INTELENET Global Services Pvt. Ltd. | Jun 2005 - Sep - 2006

- Helping them get their phone connections changed from copper to fiber.
- To provide assistance regarding any delays to check the reason behind and investigate the same and get the issue resolved.

#### CUSTOMER RELATIONSHIP ASSOCIATE

EPICENTER Pvt. Ltd. | Oct 2003 - Jan 2005

- To manage customers in 1st bucket collections, assisting them to make payments over the phone and clear their debts.
- The target for a set for maximum payments over the phone and for promises kept with customer satisfaction.

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### EDUCATION

#### HIGHER SECONDARY CERTIFICATE |

S.N.D.T. Girls College

Feb - 2000

#### SENIOR SECONDARY CERTIFICATE |

Domini School High School

Mar - 1998

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