



Roxanne D'souza

Call Center Executive

roxanne_2511@hotmail.com

050-8652040

Sharjah, United Arab Emirates

quora.com/profile/Roxanne-Dsouza-5

Professional Call Center Executive worked for almost 4 years in a prestigious company

EDUCATION

BBA in Marketing American College of Dubai/ UAE

Courses

- Statistics
- Introduction to Psychology
- Business Ethics
- Principles of Management

PERSONAL PROJECTS

UNB, FGB (Now FAB)

- Mystery Calling
- Evaluated the bank call center representatives on the basis of their product knowledge and skills in handling various inquiries.

Mashreq, NBAD (Now FAB)

- Conducted interviews on bank's channel satisfaction.
- Got valued feedback from new, Gold and Platinum customers.
- Probed for reasons for their dissatisfaction with the services.

Nissan, Renault, Infinity

- Assessed consumers on their purchase and service experience.

Unilever, P&G

- Brand awareness and penetration surveys for various FMCG companies
- Gathered essential feedback from different target markets on behalf of R&D purposes.

WORK EXPERIENCE

Computer Aided Telephonic Interviewer Taylor Nelson Sofres (TNS) Global Market Research Company/Garhoud, Dubai

10/2011 - 05/2015

Responsibilities

- Evaluated customers on behalf of esteemed client based companies for Mashreq, FGB (now FAB), HSBC, UNB, Unilever, Nissan, Infinity, Renault, Etisalat, Du, Mobily, Samsung, Palm Utilities, Dubai Chamber of Commerce, Energy drinks.
- Conducted studies for CENSUS to understand the demographic growth, the economic growth and preferences amongst the people in U.A.E.
- Selected for high profile projects.

Call Center Representative Nielsen Research Company/Buheira, Sharjah

Freelancer

Responsibilities

- Interviewed respondents for companies like Etisalat, Du and Department of Economic Development in Dubai.

Call Center Executive Feedback Research Company/ Buheira , Sharjah

Freelancer

Responsibilities

- Assessed participants for Print and Media.

SKILLS

Customer Service



Telephone Etiquette



Decision Making



Emotional Intelligence



Microsoft Word



Microsoft Excel



Positive Attitude



Communication Skill



LANGUAGES

English



Hindi



INTERESTS

Meditating on God's Word

Listening to Music

Reading

Web browsing

Art and Craft