



## Steffi Fernandes

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*Expertise in customer service management by conceiving & implementing effective ideas/ strategies that can add value to organization. Self-motivated with excellent planning, communication & leadership skills with proven abilities in team management and client relationship management.*

### Profile Snapshot

- Proven track record of excellence in improving productivity by managing workflow volumes right, monitoring and closing the task.
- Reviewing and analyzing performance reports against targets on a weekly/monthly basis with Team.
- Drove pleasant customer experience dealing with queries on the phone and by email.
- Arranging doorstep pickup of documents for NRI clients.

### Core Competencies

#### *Back-end Operations*

*Customer Service Management*

*Communication skills*

#### *Quality Management*

*Leadership experience*

*Problem solving/conflict resolution*

#### *Resource Management*

*Client Engagements*

*Performance Management*

### Organizational Experience

#### **IDFC Bank**

**Feb'22 – Jul'22**

#### **As Deputy Manager**

- Supporting teams to understand business goals & objectives; chalking out plans to meet both the short and long-term objectives
- Conducting detailed analysis of CSAT results, delight training for employees, development of touch point activities and reducing complaint resolution time.
- Lead a team of people in completing a comprehensive work, which includes CS Operations, KPI handling, & handled the client priorities & escalations.
- Overseeing accurate operational reports and allocating the workflow as per the staff availability and facilitating activities customer service operations, managed escalations, performed call quality assessment.

#### **YES Bank**

**Feb'15 – Jan'22**

**Officer**

**2015- 2017**

**Senior Officer**

**2017- 2018**

**Assistant Manager**

**2018 – 2022**

#### **Key Result Areas:**

- Worked as a Team leader for Contact center and managed a team of 20 agents
- Assisted OJT officers by training and organizing mock call sessions for new joiners & facilitated batch training on updates and products.
- Receive, sort and distribute daily mail/deliveries
- Maintaining the office systems and keeping them ready for the OJT batch.
- Audited team calls every day to ensure quality service and published various reports which are beneficial for Operations with the goal to achieve business plans.
- Managed Outbound Audit CEM and maintained the CEM data for all location.
- Order front office supplies and other supplies as needed
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

#### **As Senior Officer**

- Managed Global Indian Banking Mailbox for NRI customers by addressing request of NRI clients and supported in all operational and documentation work, queries and complaints
- Raised request in New-gen (CRM) which includes verification and processing
- Steered Global Service Desk, which is specific desk for NRI account opening, allocating the customer with account number and raising a request for international courier pick-ups
- Arranged Doorstep pick up of the documents for the NRI customer through the DHL Courier.
- Conducted the complete verification and updating of KYC.

- Organizing and assisting smooth function of training by ordering office and training supplies and booking the training rooms.

#### **As Officer**

- Handled SMD (Senior Management Desk) MD escalation calls,
- Delivered end-to-end resolution to the customers, managed escalated calls and drove customer satisfaction
- Handled inbound calls assisting the customer with their queries pertaining to Savings and Current account

#### **Academic Details**

- Post-graduation diploma in banking from NIIT in 2014
- B.Sc. in Chemistry from Mumbai University in 2014

#### **Personal Details**

**Date of Birth:** 25<sup>th</sup> April 1992

**Language Known:** English, Hindi, Marathi & Konkani

**Address:** Room Number 103, Ghantoot Tower, Al Nahda 2. Opposite to Palm Valley Restaurant.