



Steffi Fernandes

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Passport No-V9946788

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: 25th April 1992

Language Known: English, Hindi, Marathi & Konkani

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