

JUDE ADAM D'SOUZA



CONTACT

📍 House No. 1 QP House Soldier Bazzar no 3 near
Pakola Masjid, Garden East Karachi

☎ +923322842637

✉ jude.dsouza@hotmail.com

📅 11 June 1994

🌐 <https://www.linkedin.com/in/jude-dsouza-81318319a>

OBJECTIVE

Passionate about learning business concepts and possess the ability to handle work pressure and customer issues professionally. Have exceptional advisory skills to introduce resolutions. Seeking a team-oriented environment that focuses on professional growth and development that will show my calibre to gain more experience and focus on the benefits of the organization.

SKILLS

- Technical Skills
- Flexibility
- Communication
- Skills
- Problem Solving Skills
- Empathy
- Team Player
- Can perform under pressure

INTERESTS

- Travelling Holiday Destinations
- Hearing Music
- Visiting new restaurants
- Current Affairs

LANGUAGE

- ✓ Urdu
- ✓ English

EXPERIENCE

Get Licensed Limited

Mar 2018 - Present

Corporate Accounts Manager

Providing Product Information to the candidates in the whole of United Kingdom.

Advising the candidates the right course and Package which can get them the best career opportunity.

Maintaining Performance sheet given by the COO

Maintaining the Sales Sheet

Communicating with candidates on a day to day basis through fresh caller, Intercoms and Emails.

Managing Corporate Accounts.

Closing Quality Sales

Increasing Corporate Sales Revenue.

The E-Learning Network

Dec 2017 - Mar 2018

Sales & Customer Service Specialist

COMMUNICATING WITH THE CUSTOMER THROUGH (CALLS, EMAIL, LIVE CHAT).

PROVIDING RELEVANT INFORMATION TO THE CUSTOMER.

RESOLVING THE CUSTOMER'S CONCERN AS QUICK AS POSSIBLE AND

MAINTAINING THE QUALITY OF THE CALL

BEING INFORMATIVE WITH THE CUSTOMER.

EMPATHIZING AND SYMPATHIZING WITH THE CUSTOMER (SOFT SKILLS)

CLOSING QUALITY SALES.

Ibex Global

Mar 2016 - Sep 2017

Senior Customer Service Specialist

COMMUNICATING WITH THE CUSTOMER THROUGH (CALLS, EMAIL, LIVE CHAT).

RESOLVING THE CUSTOMER'S CONCERN AS QUICK AS POSSIBLE AND

MAINTAINING THE QUALITY OF THE CALL

BEING INFORMATIVE WITH THE CUSTOMER.

EMPATHIZING AND SYMPATHIZING WITH THE CUSTOMER (SOFT SKILLS)

BEING INFORMATIVE WITH THE CUSTOMER REGARDING THE PRODUCT.

Right Skills Limited

June 2015 - Dec 2015

Career Development Specialist

COMMUNICATING WITH THE CUSTOMER THROUGH (CALLS, EMAIL, LIVE CHAT).

PROVIDING RELEVANT INFORMATION TO THE CUSTOMER.

RESOLVING THE CUSTOMER'S CONCERN AS QUICK AS POSSIBLE AND

MAINTAINING THE QUALITY OF THE CALL

BEING INFORMATIVE WITH THE CUSTOMER.

EMPATHIZING AND SYMPATHIZING WITH THE CUSTOMER (SOFT SKILLS)

CLOSING QUALITY SALES.

H&D Services PVT Ltd

Feb 2012 - Jul 2012

Sales Specialist (Outbound calls)

MAKING CALLS THROUGHOUT GTA AREAS IN CANADA AND USA.

COMMUNICATING WITH THE CUSTOMER THROUGH (CALLS, EMAIL, LIVE CHAT).

RESOLVING THE CUSTOMER'S CONCERN AS QUICK AS POSSIBLE AND

MAINTAINING THE QUALITY OF THE CALL

CLOSING QUALITY SALES.

Call Globe Limited

June 2011 - Jan 2012

Sales Executive (Outbound Calls)

COMMUNICATING WITH THE CUSTOMER THROUGHOUT CANADA.

RESOLVING THE CUSTOMER'S CONCERN AS QUICK AS POSSIBLE AND

MAINTAINING THE QUALITY OF THE CALLS.

CLOSING QUALITY SALES.

MAKING FINAL REMINDER CALLS TO THE CUSTOMERS AND KEEPING FOLLOW UPS.

EDUCATION

Newport Institute of Communication and Economics Bachelor's A	2019
Islamia Government College for Arts and Commerce Intermediate C	2013
St Patrick's High School Matriculation C	2010