



# CRESAL THOMAS DSILVA

## CONTACT



309 M building behind Bristol hotel, abu  
baker al Siddique metro station

☎ 0544545872

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## PERSONAL DETAILS

Date of Birth : 21/05/1992

Marital : Single

Status

Nationality : Indian

Religion : Catholic

Passport : S8293779

Gender : Female

Place : Dubai

Languages : English, Hindi and  
Marathi

## SKILLS

. Time Management . Team Work .  
Communication . Responsibility . Problem  
Solving . Manage Relationship . Office  
Package ( MS Excel, One Note, Word ) .  
Internet & Email . Driven to achieve goals.



## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EDUCATION

<b>HSC</b>	2011-2012
Maharashtra Board, Mumbai University	
B	
<b>SSC</b>	2009-2010
Maharashtra Board, Mumbai University	
B	

## EXPERIENCE

<b>Senior Customer Service (SKY tv help)</b>	November 2023 - May 2024
First Source Pvt Ltd	
Respond to questions from clients about bank products, transaction histories, and account balances. ☑ Help clients with problems relating to their online and mobile banking, including password resets and troubleshooting. ☑ Handle requests for new cards, account cancellations, and card replacements. ☑ Dispute resolution and customer satisfaction are guaranteed while handling complaints and fraud reports. ☑ Keep thorough records of all conversations and transactions with customers. ☑ Provided efficient and timely service to earn a 95% customer satisfaction rating.	
<b>Senior Customer Service (Amazon US)</b>	October 2021 - May 2023
Sutherland Global Services	
Address billing disputes and client questions by offering precise justifications and answers.	

- ☒ Create and send clients' statements, invoices, and payment reminders.
- ☒ Work together with the finance division to guarantee accurate financial reporting and account reconciliation.
- ☒ Keep thorough records of all billing transactions, modifications, and correspondence with customers.
- ☒ Improve processes to increase productivity and lower billing errors.
- ☒ 98% accuracy rate in billing transactions was attained by paying close attention to every little detail.

**Senior Customer service Associate (Comcast)**

October 2019 -

First Source Pvt Ltd.

October 2020

Address account concerns, product details, and service requests in response to

consumer phone, email, and chat questions.

☒ Help clients create and maintain online banking accounts, including resolving technical problems.

☒ Accurately and quickly process financial operations like loan payments, bill payments, and fund transfers.

☒ Inform clients about the range of banking services and products available, and suggest appropriate options based on client requirements.

☒ Assure client satisfaction by professionally and quickly handling and resolving issues.

☒ Work together with team members to optimize client experience and service procedures.