

PRAKASH DSOUZA

Customer Service Associate

Professional Summary

Experienced Calling executive with over 8 months in high-pressure, high-volume call center environments, recognized for active listening, customer satisfaction and operational efficiency.

I have proven track record of resolving more than 900 complex issues, including transaction blocking and authorization based on credit behavior across various financial sectors, while handling challenging interactions resulting over 320+ satisfied promoters.

Experience

Cogent E-Services Limited	Mangalore
CSA	02/2024 - 10/2024

- ◆ Experienced with call center software and technologies such as CRM systems and telephone Dialer systems.
- ◆ Utilized problem-solving skills to resolve customer escalations within defined Turnaround Time [TAT].
- ◆ Developed in-depth knowledge to assist customers effectively, showcasing attention to details.
- ◆ Provided detailed transaction information to customers across various locations in India.
- ◆ Managed customer during periods of dissatisfaction and EMI deductions to ensure positive outcomes.
- ◆ Resolving issues without any external or internal fetal counts providing accurate info to both inbound and outbound calls targeting cx satisfaction.

Achievement

- ★ Top performer in the month of July
- Achieved over 60+ promoters, Managed high-pressure situations during EMI deduction periods and resolved over 180+ customer complaints with a flawless error-free record.



CONTACT

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EDUCATION

Secondary Higher education
Shri Bhuvanendra college
Jun 2019 - April 2021

Skills

- Empathy | Problem-solving
- Effective communication
- Adaptability | Flexibility
- Salesforce
- Detail-Oriented
- Active Listening

Interests

- Convincing Communication
- Painting

Languages

- | | |
|---------|------------|
| English | _ Advanced |
| Hindi | _ Advanced |
| Kannada | _ Advanced |