**Twinkle. S. Fernandez** Mobile No.: 8128004777

Escalation Specialist Email id: [twinklefernandez143@gmail.com](mailto:twinklefernandez143@gmail.com)

Address: Naiya flats, Nr. Ramol Toll Plaza Ahmedabad, Gujarat-382449.

**SUMMARY:**

Very competitive self motivated who is organized, disciplined, and goal oriented. Listen to determine needs of the customer before offering solution. Quickly establish rapport with the clients. Dedicated and focused with strong persuasive interpersonal skills welcomes the challenge of solving the problems.

**SKILLS:**

Time management, Quick Learner, Presentation skills, Research, Communication, able to handle the pressure, Adaptability.

**WORK EXPERIENCE:**

* **Giostar Stem Cell Pvt. Ltd. December 2017 to June 2018**

**Public Relations**

* Devised optimal strategies to reach the target audiences.
* Timely follow up of the patients as per their treatment cycle and maintain proper records of the same for future reference and help.
* Fixing up the treatment dates for the patient as per the doctor’s appointment.
* Arranging the stay facilities for them as per their convenience and wish at the same time, taking care of their needs.
* **Johnson Controls -Hitachi India Pvt. Ltd. June 2018 to Current**

**Escalation Specialist**

* Excellent written skills to provide concise and accurate communications to customers.
* Can communicate effectively across all levels of the organization and directly with clients.
* Experience managing complex and critical customer incidents and a full understanding of industry practices, policies, and procedures.
* Analyze the daily flow of tickets to ensure the support team provides timely and appropriate communication.
* Communicate concerns, problems, opportunities, and critical customer issues to the Senior Management.
* Experience identifying and implementing continuous process improvements
* Monitor case escalations to ensure proper response and resolution times are met.
* Driving productivity by helping to prioritize and distribute the workload
* Operate in a fast-paced environment with proven ability to manage multiple escalations simultaneously.

**EDUCATIONAL BACKGROUNDS:**

* **B.E: Computer Science and Engineering 2016** Parul Institute of Engineering and Technology Vadodara
* **H.S.C.** **2012** Convent of Jesus and Mary School Palanpur
* **S.S.C.**  **2010** Convent of Jesus and Mary School Palanpur

**CERTIFICATIONS AND CO-CURRICULAR ACTIVITIES:**

* Served as Marketing co-coordinator in the “Projections 2014”-the Annual Technical Fest of Parul Group of Institutes.
* Participated in the Solo Dance competition of “Dhoom Festival” organised at Parul Institutes.
* Attended carious seminars and special talks on Entrepreneurship, ERP Systems.
* Secured 1st place in basketball competition of “Taluka Level Sports Beat-2.”

**PERSONAL PROFILE:**

* **D.O.B:** 10/09/1994
* **Languages known:** English, Hindi, Gujarati and Malayalam.
* **Hobbies:** Dancing, reading books, listening to music and watching YouTube videos.
* **Marital Status:** Unmarried