

CAMMERON MARCELLO MOORE

Sr.immigration Consultant

Having 11 years of experience in customer support and 4 years as a Sr.immigration Consultant looking forward to work in a reputed company to upgrade my skills.



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Hyderabad, India

EDUCATION

Bachelor of Science Kuvempu University

06/2006 - 10/2010

Karnataka

Courses

- Information Technology

SKILLS

Communication skills

Rapport Building

Customer Service

Team Working Skills

Microsoft word

Microsoft Excel

WORK EXPERIENCE

Sr.Immigration Counselor. Global Tree Careers Pvt ltd.

10/2018 - Present

Hyderabad,India

Roles and Responsibilities

- 1.Taking care of the branch and sales (KPHB, HYD)
- Providing the client with advice and guidance on how best to obtain required documentation to migrate internationally and how to complete this process smoothly.
- Making out bound calls and explaining the PR visa and job seeker visa process
- Getting the client to register, pay the service fee and explain the service agreement
- Counseling the walk-in clients one on one. Helping co-workers and training juniors

ORGANIZATIONS

Career overseas (01/2018 - 09/2018)

Sr. Visa Expert

SITEL. Hyderabad (06/2012 - 03/2017)

Sr. customer support professional

KNOAH Solutions Pvt. Ltd, Hyderabad
(12/2008 - 02/2011)

Voice support Executive

SATYAM BPO (11/2006 - 04/2008)

Sr. Tech support (Level -II)

ACHIEVEMENTS

1.Was the topper in C-Sat and quality for 13 months at KNOHA Solutions

2.Got appreciation from the Client for best employee for 6 months at KNOHA Solutions

3.Got appreciation certificate for good customer support at SATYAM BPO

□Got certificate for best performer in the team, (for sales) at SATYAM BPO

LANGUAGES

English

Native or Bilingual Proficiency

Telugu

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency