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Jaipur – 302021 (Rajasthan)



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Renza.dsouza@hotmail.com

ABOUT MYSELF

I am dedicated to children's educational needs and development. As a teacher I love to encourage creativity and high-order thinking in students.

Knowledge of Microsoft office (Word, Excel and PowerPoint) along with MS Teams, have helped me cope with the change in teaching methodology brought about by the pandemic.

OBJECTIVE

To share my passion for teaching and enlighten young minds. To encourage creativity and high order thinking in students. To keep learning and adding to my skills as a teacher.

RENZA BELKA DSOUZA

EXPERIENCE

Teoler High School – September 2016 – Current

Primary School Teacher • Class Teacher

- ⇒ Subjects – English, Mathematics and Environmental Studies (EVS)
- ⇒ Key Responsibilities – Planning, coordinating with subject teachers for various class activities, interacting with parents about their child etc.
- ⇒ Additional Responsibilities (due to pandemic) – Preparing and coordinating interactive activities (PowerPoint presentation, fun activities etc.)

Genpact (BPO) – March 2006 – January 2012

Credit & Collections Analyst • Yahoo

- ⇒ Contacting Businesses for performing Collections activities for Yahoo! US.
- ⇒ Mentoring new hires.
- ⇒ Managing most critical accounts

Credit & Collections Analyst • VF Collections

- ⇒ Direct contact with end customer (Business to Customer)
- ⇒ Handling customer escalations
- ⇒ Maintaining team data
- ⇒ Contacting Client (VF Collections) for Process Related Updates.

Technical Support Agent • Dell

- ⇒ Providing technical support to Dell customers over the phone
- ⇒ Creating Work Orders for Onsite and Depot repairs
- ⇒ Handling customer complaints and escalations
- ⇒ Handling team Outbound Calls

Revoltech System – January 2005 – February 2006

Counsellor

- ⇒ Providing career counselling to school and college students
- ⇒ Provide training on English communication
- ⇒ Managing Company Finances and Schedules



EDUCATION

B.A. – NEFT University

12th – Jharkhand Board

10th – Aligarh University

PERSONAL DETAILS

Date of Birth: 8th February 1984

Husband's Name: Nitin Simon D'souza

Languages Known: Hindi, English

Marital Status: Married