

## CURRICULUM VITAE

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### **CAREER OBJECTIVE :**

To Seek a challenging position with an organization that will provide an atmosphere which leads to growth while utilizing my skills and Abilities.

**WORK EXPERIENCE :** more than 8 years

**Organisation Name :** Altius Customer service Pvt. Ltd, Vashi

**Work Experience :** July 2007 to May,2009 (1 year, 10 months)

**Role :** Sr. customer service associate

Worked 1 year for UK inbound telecom process. 10 months for US process as virtual receptionist.

**Organisation Name :** Convergys India Pvt Ltd, Thane

**Work Experience :** August 2009 to Oct 2011 (2 year, 2 months)

**Role :** Sr. customer Care Executive

Worked 2 year and 2 months for Australian inbound telecom process. Training the new learners with system management and resolving their query related to process.

**Organisation Name :** Sterling infosystems Pvt Ltd, Thane

**Work Experience :** Oct 2011 to Oct 2013 ( 2 years )

**Role :** Sr.Criminal Background Specialist

- It's a blend process , 80% Back office and 20% calls.
- Worked as all rounder for all the Sterling platforms ie ;Sterling East, West And South, trained under various systems related to handling client complaints ,Work Management on different systems and processes, data collection and entry, research.
- Training new joiners about the process and its various platforms

**Institution name :** Fr Agnel Multipurpose School.

**Work Experience :** May 2014 to March 2015 (10 months)

**Role :** Kindergarten Teacher.

**Organisation :** Sanda Services (Wemet Group)

**Work Experience :** June 2017 to June 2019 (2 Year )

**Role :** Partnership Development Executive (Work from Home)

- An IT firm, they are developing a new software called Siccura/ D2Dchat. Its a Paid App now available on Play store . it's one of best app with great feature and emphasizes on Privacy . This App doesn't Encrypt any of the chat, email, call or SMS conversations. it's a product for personal as well as business use.
- Working on Promoting the Product on large as well as medium scale.
- Pro-active engagement and contact with International prospects.
- Maintain a Good Business Relationship.
- Update CRM with contact details of progressed prospects

**Organisation : RedQuanta**

**Work Experience :** June 2019 to present

**Role :** Quality Executive ( Copy Editor ) (Work from Home)

- An auditing firm, which gives a close ear to customers experience and helps the business transform.
- Copy editing the feedback reports filled by the customer and presenting the same to the clients
- Helping clients to know the pain areas in their business.

**EDUCATIONAL QUALIFICATION:**

- Passed TY BCOM In the year 2011
- Passed H.S.C In the year 2007
- Passed S.S.C In the year 2005

**COMPUTER LITERACY:**

Having Basic Knowledge of Computers (Microsoft word, Excel & Powerpoint)

**HOBBIES :**

- Reading Novels, Listening to Music
- Sketching, Draw and Painting (won various prizes and certificates from Camel India and Distinct Level Authorities).

**PERSONAL DETAILS :**

- **Date Of Birth** : 20th Dec, 1989

- **Marital Status** : Married

- **Languages Known** : English, Hindi & Konkani

- **Nationality** : India

**STRENGTH :**

Accepting Challenges, Responsible & Self Motivated

**DECLARATION**

- I hereby declare that the above information is true to the best of my knowledge and belief.

**Date :**

**Place :** Mumbai

