

# John Sydenham Francis

Chennai, Tamil Nadu, India



johnkinghoker98@gmail.com



+91-9940177996



[linkedin.com/in/john-francis-5775a8135](https://www.linkedin.com/in/john-francis-5775a8135)

## Summary

### OBJECTIVE:

Seeking a position for French Language Expert to utilize my skills and abilities in a renowned organization that offers professional growth while being resourceful, innovative and flexible.

## Experience

### Senior Quality Assurance Specialist

RR Donnelley

Nov 2016 - Mar 2019 (2 years 5 months)

- # Proofreading in French and English
- # Document Editing in French and English
- # Template Editing in French and English
- # Translating in French and English
- # Content Editing in French and English
- # Template Analysing
- # Quality Assurance



### Wealth Planning Officer

TATA AIA Life Insurance Pvt company

Jul 2016 - Sep 2016 (3 months)

Customer Support in Insurance

- Insurance Sales
- Marketing Insurance

Senior; Multilingual (French, English)



### Senior Process Specialist

Maersk Global Service Chennai Tamilnadu

Mar 2019 - Present (2 years 7 months +)

Provide our customers with a sense of ease of doing business with Maersk Line through hands-on execution and implementation action and implementation of various in-house systems, applications and projects.

- Build and manage (internal/external) close and value-adding country partner and customer relationships.
- Complete either export or import process, complying with SLAs and global process design.
- Provide phone (when necessary), e-mail & e-commerce support and attendance.
- Focus on customers' problem resolution scenarios and on setting expectations.

- Communicate proactively with country partners and customers, and any other relevant stakeholders involved in Maersk Line's businesses.
  - Deliver execution of processes and transactional tasks and being accountable for end results.
  - Provide end-to-end management of our customers' shipments - take ownership.
  - Evaluate and assess constantly work processes within own work area and execute process improvement initiatives.
  - Deliver customer experience as outlined by CENCS.
- 
- Email & Dispute handling in French for Africa Cluster (Cameroon, Gabon, Senegal, Guinea, Congo)
  - Calling French Customers to provide necessary details
  - Customer experience handling through Chats & Mails.

## Education



### **C.B.S.E. Vani Vidyalaya**

10th, English



### **MCC Higher Secondary School Chennai Tamilnadu**

12th, Biology, General

2011 - 2013

Physics, Chemistry, Biology, English, French, Communicative English



### **Loyola College**

B.A, French Literature



### **Alliance Française de Madras( Part Time)**

B2.2, French Language and Literature

2019 - 2021

Completed French degree B2.2

## Skills

French to English • Proofreading • Dispute Resolution • Customer Satisfaction • Troubleshooting • Data Entry • Technical Support • Customer Relationship Management (CRM) • Communication • Analytical Skills

## Honors & Awards



### **Going for the Extra mile - Maersk Container Industry**

Sep 2019



### **Best Achievement Team Award - RR Donnelley**

Aug 2017

Best Achievement Team Award in 2017 (RR Donnelley)

Provided 99.8% Quality in French and English for the year 2017 (RR Donnelley)