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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

LINKEDIN

- <https://bit.ly/3w2corR>

SKILLS

- Detail Oriented
- Customer Service
- Knowledge on INCO term
- Effective Workflow Management
- Decision-Making
- Troubleshooting And Resolution
- Report Analysis
- Analytical Thinking
- Knowledge on CRM Software
- Attention to Detail
- Effective Communication
- Multitasking and Interpersonal Skills
- Quality Assurance
- Debugging Skills
- Solution Optimization
- Skilled In Helpshift Technical tool
- Knowledge in using JIRA

Alston Fernandes

EXPERIENCE

May 2024 - Current

Senior Quality and Client Service Executive Devisers DMCC - | DUBAI, UAE

- Managed visa processing documentation for immigrant and non-immigrant applications, ensuring 98% accuracy in compliance with regulatory standards.
- Managed customer inquiries via phone, email, and chat, achieving 95% customer satisfaction through quick and effective resolutions.
- Proactively identified and escalated issues, leading to a 30% decrease in process-related obstacles and smoother workflows.
- Utilized strong listening skills to provide personalized solutions, improving customer issue resolution times by 30%.
- Provided expert input in defining quality specifications during product development, contributing to the successful launch of 3+ new Visa Categories on time.
- Supported team members in resolving escalated complaints, maintaining customer loyalty and achieving a 10% improvement in retention rates.
- Revised procedures, checklists, and job aids, resulting in a 20% decrease in errors and smoother operations across teams.

January 2021 - April 2024

ASSOCIATE QA TESTER Electronic Arts Mobile | Hyderabad INDIA

- Developed and maintained test plans, and test cases to ensure the quality of software products.
- Performed exploratory testing and identified issues in the app before release.
- Evaluated existing processes and procedures and suggested improvements for better efficiency.
- Attended daily stand-up meetings with development teams to discuss progress of tasks assigned.
- Prepared reports summarizing results from different types of testing activities conducted.
- Assisted in training junior testers on best practices related to software testing life cycle.
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.

January 2020 - January 2021

ASSOCIATE GAME TESTER 99Games Online Private Ltd. | Udupi Karnataka, INDIA

- Testing games on mobile platform like iOS, Android and PC Platforms like Mac and Windows
- Experience in Functionality, Compatibility, Smoke, Retesting, Regression, Ad hoc and Performance Testing
- Monitored the progress of bug fixes to ensure that bugs were addressed in a timely manner.
- Identified any potential issues within the game codebase.
- Exceptional bug detection and reporting skills (Experience in Defect Life Cycle).

LANGUAGES

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|----------|----|
| English: | C1 |
| Hindi: | C2 |
| Kannada: | C2 |

EDUCATION

December 2013
Bachelor of Computer Applications | Computer Engineering
Milagres Collage - Mangalore University, India

TOOLS

Helpshift, CRM, JIRA, Hubspot, Google Analytics, Freshdesk Firebase, TestRail, Excel GameBench, Charles Proxy, Slack.

January 2015 - January 2019

CUSTOMER SERVICE EXECUTIVE 99Games Online Private Ltd. | Udupi Karnataka, INDIA

- Provided prompt and courteous service to customers via email, and chat.
- Resolved customer complaints in a timely manner while maintaining professional attitude.
- Highlight and perform root cause analysis on live game issues and help in Game improvements.
- Assisted VIP players in their in-app/game related quires and provided the best solutions.
- Prepared and evaluated CRM reports to identify problems and areas for improvement.
- Monitored customer feedback regularly to identify areas for improvement in services offered.
- Maintained accurate records of customer interactions, transactions, and comments in the database system.
- Tracked customer complaints and followed up to ensure resolution was achieved.
- Explained benefits and advantages of different IAPs and service offerings to customers
- Helped in strategizing online marketing plans & projects.
- Facilitate customer satisfaction surveys, receiving a score of 99% satisfaction.

March 2014 - November 2015

Customer Service Representative Siemens Information Systems | Bangalore, Karnataka INDIA

- Answered customer inquiries and provided accurate information regarding products and services.
- Provided excellent customer service to resolve customer quires in a timely manner.
- Maintained detailed records of customer interactions, transactions and comments for future reference.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Educated customers on special pricing opportunities and company offerings.
- Increased customer satisfaction ratings 95% by effectively answering questions, suggesting effective solutions and resolving issues quickly.