

# Januario Pinto

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## Career Objective:

To work within a challenging environment, in a position that employs my skills, emphasizing my experience:

1. **Company:** Adventity BPO India Pvt Ltd, Mumbai, India  
**Designation:** Sr. Customer Centre Executive (Sr. C.C.E.)  
**Duration:** January'05 till March'06

DirecTV and Dishnetwork, a U.S. project involving outbound tele-sales of satellite service Achieve sales per hour (SPH) as well as the quality score.

Ensure that the team achieves its daily sales target and subsequently the monthly target

Take escalated calls when colleagues/juniors are not able to convince the customer

Take supervisory calls in case of unavailability of the Team Leader

Maintain break timings and log-in hours of the team members

Manage the team in absence of the Team Leader

Brief the team about new updates and changes in the product promotions

Coach and mentor new agents joining the team

### Achievements:

Best agent award for achieving the highest S.P.H. and quality score on the floor (Sep 2005)

Promoted to Sr. C.C.E. within 8 months of being in operations

2. **Company:** Leian Caterers, Mumbai, India  
**Designation:** Banquet Supervisor  
**Duration:** April'06 till May 2011

Covered various events involving hospitality and service

Build rapport with clients before and during the event to understand their requirements

Control the entire team as per the event requirements

Coach and train the new staff

Talk to the guest about their experience & promote the business.

3. **Company:** Convergys, Mumbai, India  
**Designation:** Sr. Technical Support Office (Sr. T.S.O.)  
**Duration:** May'2011 till June 2013

Responsible for diagnosing and trouble shooting hardware and software issues related to desktops, Laptops and Modems for DSL and Dial up connections for Australian ISP Optus

Handle billing issues and processing refunds.

Ensure that the team achieves its daily target and subsequently the monthly target

Taking escalated calls when colleagues/juniors are unable to resolve the query

Handled the queue to meet SI (Service Intervals)

### Achievements:

Consistent top performer throughout my tenure

Appreciated by customers on several occasions via calls and emails directly to supervisors

**4. Company:** Tech Mahindra Business Services, Mumbai, India  
**Designation:** Customer Relations Advisor  
**Duration:** Nov'2013 till Jan 2015

Responsible to retain customer who call to cancel their mobile broadband contracts for Wi-Fi devices, Dongles, Tablets, IPads etc, for a UK Mobile service provider 3G (3 Global Services)  
Retain and upgrade customer account with the latest and best packages  
Handle billing issues, if any  
Ensure achieving my daily and monthly target along with NPS  
Maintain schedule adherence and log-in hours  
Manage the team in absence of the T.L.  
Brief the team about new updates  
Guide team members who were not able to achieve their targets

**Achievements:**

Consistent performer throughout my tenure & awarded many times for various campaigns  
Appreciated by customers on several occasions via calls and emails directly to supervisors

**5. Company:** Sorted Web Solutions, Mumbai, India  
**Designation:** Sr.Customer Care Executive  
**Duration:** Feb 2015 till March 2018

Responsible for retaining customers who would call to cancel their satellite TV contracts  
Manage all escalation calls related to billing, cancellation, delivery etc.  
Monitor and achieve individual and team targets including schedule adherence and log-in hours  
Manage the team in absence of the T.L.  
Brief the team about new updates  
Guide team members who were not able to achieve their targets

**6. Company:** Restaurant, Bahrain  
**Designation:** Cashier cum delivery  
**Duration:** Nov 2018 onwards

Take orders over the phone and attend to dine-in customers  
Handle the POS system  
Invoice customer and settle the bill  
Handle purchases from various suppliers according to the needs

**Education:**

Secondary School Certificate (SSC), 1999  
St. Joseph's School, Mumbai, India

**Personal Information:**

- Date Of Birth      10<sup>th</sup> Aug 1982
- Gender              Male
- Marital Status      Single
- Language Known   English, Hindi & other Indian languages

**Professional profile (Strengths):**

- Hard working and dedicated with a positive attitude
- Well organised and easily adaptable
- Thrive on working in a challenging environment and self-motivated
- Comfortable working in any shift