



# Anthanette Fernandes

## OBJECTIVE

An experienced and dedicated Customer Service personnel seeking to utilize proven customer service, problem-solving skills, and product knowledge to provide exceptional service to customers and exceed expectations. Also to improve the customer experience by executing on this objective is the most sure-fire way to see positive results across any business. When you make improved customer satisfaction the main goal for your CRM, all other objectives work to support this goal.

## CONTACT

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## EDUCATION

**BACHELOR OF COMMERCE**  
**Yashwantrao Chavan Open University**

**HIGHER SECONDARY**  
**Fatima High School & Junior College**

## SKILLS

- Communication skills
- Interpersonal skills
- Customer centric mindset
- Time management and organizational skills.
- Problem solving and critical thinking
- Adaptability and flexibility
- Emotional intelligence
- Data driven
- Team collaboration

## EXPERIENCE

### **ACCOUNT SPECIALIST III – BRANCH COMPLAINTS AND ESCLATIONS**

**JPMorgan Chase | Mumbai, Maharashtra | 2022 - Present**

- Manage Escalated Issues by taking over cases that have been escalated from the branch due to complexity, dissatisfaction, or urgency.
- Finding problem resolution by collaborating with cross-functional to investigate and resolve complex issues.
- Customer Communication to keep them informed of progress on their issues.
- Record all details of escalated cases in the system, ensuring clear documentation for future reference or follow-up.
- Prepare and share reports with management on the status and outcomes of escalated issues, identifying trends or patterns.
- Monitor and analyze escalation metrics to improve processes and reduce escalation frequency.
- Ensure that cases are handled within the required response and resolution times, meeting internal and external performance targets.

### **RELATIONSHIP MANAGER/MENTOR**

**UpGrad | Mumbai, Maharashtra | 2021-2022**

- Working with Students around the globe.
- Customer Relationship Management: included onboarding, issue management, building relationships and customer support
- Keep up-to-date with new products, services, and promotions to help with new business opportunities
- Collaborating with internal teams to resolve the issues
- Point of escalation, also scheduling live sessions, exams, calendars and Maintaining Promoters

## **RELATIONSHIP MANAGER**

**WhiteHat JR | Mumbai, Maharashtra | 2020-2021**

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- Point of escalation.

