

# Valerian John Dsouza

Subject Matter Expert (SME)

**Address:**

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## EXPERIENCE:

### June 2021 - Present

#### Subject Matter Expert

*Fareportal Pvt. Ltd., Pune, India.*

- Providing support, feedback and coaching to travel agents.
- Achievement of daily targets.
- Conducting daily briefings.

### June 2017 - June 2021

#### Customer Service Executive

*Fareportal Pvt. Ltd., Pune, India.*

- Efficient communication with customers via phone calls.
- Addressing and resolving customer concerns and ensuring customer satisfaction.
- Maintenance of consistently high quality ratings and achievement of daily targets.

## SKILLS:

- Proficient in GDS software : Amadeus, Sabre.
- Customer Communication
- Team management / leadership
- Staff Supervision
- Microsoft Suite (Word, Powerpoint, Excel, Outlook)
- Effective English Communication

## EDUCATION:

### **B.A Degree - Poona College, Pune, IN**

- Year of Passing - April 2017
- Secured 1st Class

### **H.S.C - Dr. Babasaheb Ambedkar College, Pune, India.**

- Year of Passing - October 2013
- Secured 53%

## LANGUAGES:

- English (Read, Write, Speak)
- Hindi (Read, Write, Speak)
- Marathi (Read, Write, Speak)
- Konkani (Speak)