



NORTON EMMANUEL ARAUJO



+971 56 3575655



emmanuel.araujo27@gmail.com



AL FAHIDI STREET
BUR DUBAI
DUBAI - UAE



D.O.B: 08-Feb-1993

NATIONALITY:
PORTUGUESE

UAE DRIVERS LICENSE
VAILD, 2029

A committed and compassionate professional with a strong commitment to delivering exceptional customer experiences. Currently overseeing contact center operations for both residential sales and after-sales services, leading a dynamic team of agents to provide seamless support at every stage of the customer journey—from pre-sale inquiries to post-handover assistance.

COMPUTER KNOWLEDGE

- Microsoft Office Applications
- ERP – ORACLE (Billing Solutions)
- Salesforce – CRM Application
- Yardi – CRM Application
- Fresdesk – Helpdesk Ticketing Application
- Maximo – EAM Application
- Fidelio – Cruise Ship Terminal Check-in System
- LiveChat

WORK EXPERIENCE

DUBAI PROPERTIES GROUP

(Aug '17 - Present)

Executive - CRM

- Oversee interactions via calls & emails from pre-sale inquiries through post-handover concerns, maintaining a customer centric approach at all stages.
- Having an in-depth understanding of the company's products & processes, empowering the team to deliver accurate information.
- Ensure that a high level of service is maintained by monitoring team performance and tracking agent KPIs on a weekly and monthly basis.
- Identifying training needs and opportunities for skill development within the team.
- Conduct engaging and positive training sessions, motivating the team to meet and exceed performance & targets.
- Developed & implemented SOPs and end to end process flows to streamline operations, ensuring consistency and enhancing team efficiency.
- Handling complex customer queries, complaints & escalations, taking ownership of the issue and ensuring timely & satisfactory resolution is met in line with the company's policies and procedures.
- Collaborate with cross functional teams to identify process improvements, streamline workflows to enhance overall customer experience.
- Successfully assisted and managed seamless transition of several processes from the back office within the contact center, ensuring minimal disruptions to day-to-day operations.
- Liaising with concerned stakeholders and internal teams to define project scope, goals & deliverables and ensuring alignment with project objectives.
- Compile & generate comprehensive reports & presentations, highlighting contact center performance, leveraging call and email statistics as well as agent performance data, on daily, weekly, and monthly basis.
- Prioritize and manage ad-hoc report requests effectively, ensuring the report is accurate, relevant, and delivered on schedule.

EJADAH Asset Management Group

(Feb '17 - Jul '17)

Customer Service Representative - Call Centre

- Attending to Dubai Asset Management & Dubai Retail customers and assisting them on queries related to Leasing and Property Management.
- Creating leads for potential customers which are redirected to leasing team.
- Raising customer complaints and forwarding it to the complaints department.
- Conducting customer satisfaction survey on daily basis
- Update & maintain records of inbound & outbound calls as well as Dubai Retail Call Center log report on daily basis.



PERSONAL ATTRIBUTES

Excellent leadership & team management skills

Excellent communication & problem-solving skills

Attentive Listener

Prompt & Reliable

Multi Tasker

Sharp Memory

Thrives under pressure

Calm in stressful environment



EDUCATION

2011

American College of Dubai

Aeronautical Engineering
(On Hold)

2010

St. Mary's Catholic High School – Dubai

Edexcel O'Levels

LANGUAGES



English



Hindi
Konkani

ARCVISION INTERIORS

(Feb '15 – Sep '16)

Project Supervisor

- Representing the firm to the client.
- Seeking necessary approvals from various governing bodies around U.A.E.
- Coordinating with site supervisor, contractors and vendors.
- Periodic site visits with design team.
- Ensure quality of work is up to the company and client standards.
- Ensuring timely handover of project as per the contract.

EROS GROUP

(Sep '11 – Oct '14)

Sales Officer – Retail Business Group

- Showroom sales representative with vast knowledge in multi-brands consumer electronics.
- Handling stock requisitions.
- Handling of inter showroom stock transfers.
- Maintain weekly stock inventory.
- Display management along with updating of feature cards when price revisions and special promotions are implemented.
- Coordinating with Service Centre for collection & return of DOA units of customers and showroom.
- Primary cashier at Samsung Grand Stand for Gitex Shoppers (Sep 2013)
- Basic knowledge of required documents and process of DU & Etisalat sim card activation.

ARABIAN ADVENTURES

(TEMP)

Front Directional & Check in Agent

- Welcome and direct passengers to check in counters.
- Assisting passengers in filling out adequate forms.
- Verifying document and processing check in of passengers.
- Cataloging documents for immigration purposes.

TIME MACHINE TRADING

(TEMP)

Promoter

- Promoting wide range of perfume brands, designer bags & watches.
- Display Management

ACCOMPLISHMENTS

- ✓ **Dubai Properties Group 2018** – Appreciated by Department Head for excellent performance, dedication and team work for 2017.
- ✓ **Ejadah Asset Management 2017** – Appreciated by Line Manager and Client for effective & positive communication.
- ✓ **Eros Group 2012** – Best Salesman “Camera Category” – DSS: Heroes of Eros.
- ✓ **Eros Group 2011** – Best Salesman “Mobile Category” – In Store

REFERENCE

AVAILABLE ON REQUEST