

# Antony Niffin Dcosta



## OBJECTIVE

Experienced Analyst with over 9 years of experience in ITES/BPO Industry. Excellent reputation for resolving problems and improving customer satisfaction.

Proven skills in managing work in sync with corporate set Parameters. Strong Collaboration, interpersonal, Communication Skills with proficiency at grasping new concepts quickly and utilize the same in productive manner.

## Contact

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## EMAIL

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## LinkedIn

<http://linkedin.com/in/dcosta-antony>

## Skills

- Work Flow Management
- Escalation Management
- Data Processing
- Operations & Service Delivery Management
- Reconciliation
- Identifying Automation Opportunities
- MS Office

## EXPERIENCE

### Ajalath United Logistics (Limousina), Senior Dispatcher, Saudi Arabia

#### SEPTEMBER 2019 – JANUARY 2021

- Planned, organized and managed work of subordinate staff to accomplish consistent work within organizational standards.
- Trained 11 new employees in various procedures and gave feedback on daily work performance to increase productivity and caller satisfaction.
- Evaluated and adjusted routes based on daily needs, available workers, traffic hazards and weather conditions.
- Implemented schedule and policy changes and collaborated with management to formulate new policies, procedures and goals.
- Directed all dispatching, routing and tracking of 11 fleet vehicles.
- Increased area coverage through effective scheduling and detailed location monitoring.
- Went without driver accident by staying up to date and alerting drivers of traffic and weather hazards in real time.
- Processed orders, ran bulk pick sheets, processed and printed invoices and created daily shipping logs.
- Closely monitored dispatch board to triage and prioritize over daily calls.
- Assessed regulatory and operational risks for escalation to management.
- Coordinated schedules for optimal coverage of daily workload and adjusted quickly to changing demands.
- Coordinated repairs to vehicles to maintain fleet operations.
- Kept detailed track of all available field personnel and all in-progress and completed calls.
- Served as mediator when appropriate to settle conflicts and discrepancies between field personnel and management.
- Responded to daily caller requests with information about assistance and timeframes.
- Ordered supplies and allocated resources to personnel based on need.

### Buck, Analyst

#### JULY 2018 – JULY 2019

- Successful transitioned various process from Onshore and Offshore team
- Reviewed and Provided Sign-off to the Pension Payroll for the Canadian Clients
- Address questions/ issue to the clients.
- Worked on RCA for issues and formulated best resolutions.
- Mentored and provided SME Support to
- Carried out day-day-day duties accurately and efficiently.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Used Microsoft Word and other software tools to create documents and other communications.
- Exceeded goals through effective task prioritization and great work ethic.
- Improved operations through consistent hard work and dedication.
- Worked flexible hours; night, weekend, and holiday shifts.
- Conducted Domain/Client training's

## Languages

- English
- Malayalam
- Tamil

### Conduent Business Services, Senior Associate

#### Ernakulam

##### JULY 2013 – JULY 2018

- Verify documents once submitted by the user.
- Reviewed and provided Sign off to Pension Process for the US Clients
- Performed Monthly and Annual Reconciliation
- Served customers in a friendly, efficient manner following outlined steps of service.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Identified issues, analyzed information and provided solutions to problems.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.

### Thomson Reuters, Associate Content Analyst

#### Bangalore

##### AUGUST 2011 – JULY 2013

- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Updated personnel handbooks and individual records to keep filed accurate and detailed.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Maintained energy and enthusiasm in fast-paced environment.

## EDUCATION

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B.Com (Computer Applications) from Bharathiar University, Coimbatore