

# JOYLINE GLORIA SEQUEIRA

## B U S I N E S S   G R A D U A T E



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Al Karama, Dubai, UAE



[https://www.linkedin.com/in/joyline-sequeira-a42ab721b?utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=ios\\_app](https://www.linkedin.com/in/joyline-sequeira-a42ab721b?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=ios_app)

## PROFILE

Passionate MBA graduate with a strong academic background, adept at solving complex challenges through creative solutions. Experienced in customer service and practices with exceptional leadership and communication skills.

## SKILLS

- MS Office & Excel Tally ERP 9
- Communication skills
- Time Management skill
- Problem-Solving
- Strong Communication

## EDUCATION

### MASTER OF BUSINESS ADMINISTRATION

Srinivas University of Management Studies, Mangalore  
Secured 8.34 CGPA

February 2022 to January 2024

### BACHELOR OF COMMERCE

St. Aloysius College, Mangalore  
Secured 60.15%

June 2018 - August 2021

## EXPERIENCE

### PROCESS SUPPORT EXECUTIVE

Invenger Technologies Pvt. Ltd.

May 2022 - April 2023

- Addressing any questions or queries promptly and politely
- Overseeing all payments and financial transactions
- Having a good understanding of online and credit card payments
- Calling and communicating with insurance representatives in the U.S
- Accessing client websites to process payments
- Having an understanding to recognize telephonic IVR options
- Keeping a track of all inflow and outflow of payments

### CAMPUS AMBASSADOR ( INTERNSHIP)

Internshala

February 2021 - April 2021

- Promoted Internshala and its product successfully
- Hosted an Internshala Talk on the topic, 'Easiest way to earn Pocket Money and gain Experience'
- Participated in the Trainings contest and earned Career Starter kit
- Participated in the Registration and Social media contest and earned Certificate of Appreciation