RESUME  
  
                                                                  Anil Darnal  
                                                      Contact No: 8970192285.  
  
  
COMMUNICATION ADDRESS/PRESENT ADDRESS:  
  
No. 513, 4  B Cross  
2 Block, HRBR Layout,  
Kalyanagar,  
Bangalore – 43  
  
  
OBJECTIVE  
 To best utilize my skill and knowledge in a good environment, where I  
can apply my skills  
and competence and give maximum effort to achieve Organizational goal.  
  
  
PERSONAL PROFILE:  
  
Father's Name  : K.B Darnal  
Date of Birth : 25/02/1985  
Sex                        : Male  
Marital Status     : Unmarried  
Category              : General  
Religion                : Hindu  
Hobbies                : Reading, Music, Travelling, etc.  
Language Known: Hindu, English,  
  
  
EDUCATIONAL QUALIFICATION:  
•Completed Xth std under CBSE Board from KJVP School,  
•B.A in 2006 in Arts in English and History

WORK EXPERIENCE:  
  
\* WORKED AS TEACHER IN MIDDLE ENGLISH SCHOOL  
Taught English and Science from 4  to 7  standard wef. Feb 2002 to Feb 2006.

\* WORKED AS CUSTOMER SUPPORT REPRESENTATIVE IN TRANSWORKS.  
  Profile: US based company, assisted customers in existing credit cards,  
including   Transactions, etc.  Also included inbound selling of  
Credit cards. And other  
products  
  
\* WORKED AS A CUSTOMER MANAGER IN ACCENTURE, BANGALORE (UK  
PROCESS)  
Profile:  
•Taking inbound calls for UK based insurance service 9 legal process  
as per insurance guidelnes)  
•Serviced motor insurance polcies for the customers which included  
updating of insurance policies, taking premiums, etc  
•Helped Team Leaders in nesting the new joiners and collating monthly  
team performance data.  
•Worked as backup trainer .Trained new hire batches and tenured agents  
whenever there was requirement.  
•Trained agents on the floor on new products/services/updates.  
•Training reports sent to all the stakeholders  
  
Accolades earned  
Awarded top CM/Best performer for December 2008, won appreciation  
calls from customers from UK.  
 Won celebrating  performance points for going extra mile in  
delivering high performance and exceeding targets set.  
  
\* WORKED AS A CUSTOMER MANAGER IN ACCENTURE, BANGALORE (UK  
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Accolades earned  
Awarded top CM/Best performer for December 2008, won appreciation  
calls from customers from UK.  
 Won celebrating  performance points for going extra mile in  
delivering high performance and exceeding targets set.

\* WORKED AS COMMUNICATION TRAINER IN ATHIYA, FOR INFOSYS  
Profile:  
•Trained new hire joinees on soft skill, English usage, aptitude and corporated etiquette.  
English Usage: Included Voice and accent- accent neutralization. Grammar, email etiquette, etc   
Aptitude: Included logical reasoning, verbal and non-verbal reasoning, document usage and computer skills.  
•Included maintaining daily report on the batch handled on attendance, schedule, trainee analysis, and assessment details.

Accolades earned  
Received appreciation mails from clients for mock calls and emails result and performance.  
Maintained above the target conversion and the highest being 92%.  
  
  
  
I DECLARE THAT ALL THE PARTICULARS GIVEN ABOVE ARE TRUE TO MY  
KNOWLEDGE AND BELIEF.  
PLACE : Bangalore  
DATE :           ANIL DARNAL