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.

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Profile:
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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