RAHUL 

EMAIL: [Rahul.370118@2freemail.com](mailto:Rahul.370118@2freemail.com)

EDUCATION

* 3 Year diploma in Computer Science from CKIT College COIMBATORE in 2007. (Diploma in computer science- (course completed.)
* SSLC in GBHS Palloor, mahe in 2003

WORK EXPERINCE

* Serco global process & services

Designation: customer service representative – etisalat process.

Duration: 2015 MAY to 2016 JANUARY

Job profile

* Attenting calls from ETISALAT customers regarding their mobile service,VAS activation/deactivation , network issues , promotions, creating troubletickets and escalating issues to higher authorities.
* Outbound calls to clear issues of repeated callers & to sale new connections.
* Creating daily call details to reporting head to improve better servicing.

Achievements: certified etisalat customer service representative by completing 3month training.

* Ibm global business process and services

Designation: customer service representative-du telecom.

Duration : 2010 OCTOBER to 2013 MAY .

Job profile

* Attenting calls from du telecom customers regarding their mobile service,VAS activation/deactivation , network issues , promotions, creating troubletickets and escalating issues to higher authorities.
* Maintaing datas of issue customers on daily basis.

Achievements: Employ of the quarter STAR(super talent achiever) award in 2012.

* Aviva life insurance

Designation: Financial planning advisor.

Duration: 2008 March to OCTOBER 2010. (part timer since November 2008)

Job Profile

* Selling insurance products by calling customers and fixing appointments.
* Managed and keep record of monthly sales.
* Keep track of all documentation, & payments.
* Follow up payments .
* Citrix infotech

Designation Hardware Engineer.

Duration: AUGUEST 2007 to NOVEMBER 2008.

Job Profile

Hardware sales and servicing.

Visiting client site for new sale and servicing computer hardware for customer .

Escalating issues of hardware components to suppliers and despaching for replace or to repair.

Computer Awareness

* Computer Hardware.
* Excel and PowerPoint
* Application Software: HTML, Microsoft Office.

SNAP OF PROFESSIONAL EXPERTISE

* Problem resolution.
* Meet deadline.
* Documentation

Trainings

* Hardware servicing
* Telecom customer servicing from du telecom &etisalat.
* IRDA certified insurance agent.

PERSONAL PROFILE

Date of Birth : 11/11/1985

Nationality : Indian

Marital Status : Married.

Language : English, Hindi, Malayalam,Tamil.

PASSPORT DETAILS

Date of Expiry : 01/02/2027

Place of Issue : Kozhikode

Avilability.

Immediately Available

DECLARATION

I hereby declare that, the above furnished information is true to best of my knowledge.

RAHUL