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| **DOYAL** E-mail: doyal-394951@2freemail.com  |

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| **Professional Summary** |

* Result oriented professional with4.5 years of experience service industry.
* Strong verbal & written communication skills, with the ability to express complex technical concepts.
* Team player and highly proficient in managing multiple roles/responsibilities.
* Adept ingrasping functional knowledge in the relevant business areas.
* Enthusiastic in learning new technologies.
* Undergone in-house Training under current employer.
* Worked on and handled multiple projects simultaneously.
* Open minded and enthusiastic way of life.

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| **Education Summary** |

* **MS(Computer Science)**from Christ University in **2015**, Bangalore.
* **Bachelor of Computer Application** in**2010** from Mangalore University, with (**66.34%**).
* **PUC** from St. Philomena college, Karnataka in **2007**
* **SSLC** from Board of Secondary School of Education, Karnataka in **2004** with (**68.34%**).

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| **Work Experience**  |

**Customer Service Executive**

November 2018 – August 2019:

**Client: National Power UK (Npower)**

* Provide backend serviceto Npower customers- change/activate energy plan, billing support and move out.
* Provide debt management, record and refer those that are outside the guidelines to the underwriting department for approval.
* Rising tickets on unresolved issues to next level.
* Contact UK onshore team to research and resolve the issues.
* Respond within agreed time limits to call-outs
* work continuously on a task until completion (or referral to third parties, if appropriate)
* Prioritise and manage many open cases at one time
* Rapidly establish a good working relationship with customers and other professionals.

**Senior Customer Support**

June 2017-August 2018:

Client: Vijaya Bank

* Logging the queries of customers and employees.
* Analysis of call logs in order to discover any underlying issues or trends.
* Diagnosing and solving hardware or software faults.
* Testing and evaluating new technology.
* Performing electrical safety checks on the company’s computer equipment.
* Responding to call-outs in a timely fashion.
* Following instructions, either written or in diagram form, in order to set up a system or fix a fault.
* Responsible for assisting employees with their banking needs.
* Participate in marketing and awareness campaigns in the bank to create an enlarged customer base.
* Rising tickets on unresolved issues to next level.

**Level 2 - Technical support Cum Assistant Coordinator**

Implementing Agency BOSCO (boscoban.org),Bangalore,Since July 2010 - June 2012 and October 2014 - 2015 September.

**Client: Missing Child Bureau Govt. of Karnataka**

**Description :** Missing Child Bureau,a governmentproject forthe Data analysis and documentation of missing/found children from various Government and Non-Government agencies.

* + - Troubleshoot the load failures, resolvetickets and provide remote and face to face technical support to customers.
		- Implement Homelink network system (NASSCOM award winner software for Social Innovation-2013)for all the Government and private partnersin India. Homelink provides tools ([www.childmiss.in](http://www.childmiss.in), [www.missingchildsearch.net](http://www.missingchildsearch.net)and Homelink desktop version) for data analysis, documentations and tracking of children data in India.
* Generatereport based analysis (based on the variables desired) and succumb it to the project Manager& research department.
* Worked under direct supervision of the Director of Technology Karnataka. Oversee all aspects of Information Technology recreation which includes training,system security,and application implementation.
* Dealt with troubleshooting the problems and compatibility issues for ERP System and provide quality service and technical support to the application users.

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| **Personal Details** |

**Sex** : Male

**Nationality** : Indian

**Marital Status**  : Bachelor

**Languages known** : English [RWS],Hindi [RWS], Kannada [RWS],

Malayalam [RS], Tamil [S] and Tulu[S]