**Tarun Suneja**

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Phone No.: 9958027186 ,9999611326

**Trainer & Motivator**

**Professional Abridgement**

A dynamic professional having 2 Years of experience as a Trainer

Presently working in Convergys Pvt. Ltd.

Highly motivated, innovate and performance-driven professional, offering years of extensive experience in all facets of Banking, technical Officer and trainer. Expertise in educating team members in the utilization of new systems for improving business growth. Decisive leader with solid analysis and problem solving skills combined with motivational team building ability; dedicated to achieving organizational growth and offering exceptional customer service. Possess the ability to communicate effectively across all management levels and disciplines. Extremely organized and effective to working in fast-paced environments with result oriented thinking.

**Scholastic Credentials**

* **M.B.A**

In Information Technology from bharti vidyapeeth university (pursuing)

* **M.C.A**

2015 from Indira Gandhi National Open University

* **B.C.A.**

2013 from Indira Gandhi National Open University

* **Senior Secondary**

2010 from CBSE Board Delhi

* **Secondary**

2008 from CBSE Board Delhi

**Awards and achievements-**

* Rewarded as **Quality and Knowledge Champ** in RBS.
* Rewarded as **Best Performing Employee** in RBS.
* Heroes of **Customer Service Award** in Convergys.
* **Superstar support** of the month in Convergys.

**Technical Background**

* **Languages:**
* Good **knowledge** of C# and C++.
* **Certification** in ASP.net
* **RDBMS:**
* Strong skills in SQL development
* Good Command in SQL Server 2005 and 2008.

**Skills**

* The rewards and discipline I use are clearly linked to performance and defined behavioral objectives..
* I try to understand what motivates each individual member of my team..
* Understand the basics of traditional motivational techniques

**Career Highlights**

Organization : Convergys

Duration : From July 2013 to till date..

Designation : Program Ready Trainer

**Responsibility: My responsibility included**

* Deliver the Training to new hire batches.
* Planned, scheduled and managed all training classes
* Mentored other training professionals and class instructors.
* Prepared, deployed and management safety procedures.
* Wrote and maintained training and safety documentation.
* Prepare daily Team information reports.
* Proven track record of analyzing requirements and designing key solutions that meet customer goals

Organization : The Royal Bank of Scotland.

Duration : From Jan 2012 to June 2013.

Designation : Officer.

**Responsibility: My responsibility included**

* Handled complaint process of general Banking and Preferred Banking. (complaint coordinator)
* Daily Doorstep request quality checks.
* Handling Customer queries and complaints, online troubleshooting, co-ordination and interaction with the customer.
* Handling all request and complaints within specific Timelines.
* Responsible for handling operational activities like SMS servicing, NRI Calling.
* Handling VSPL unit i.e. primarily responsible for co-ordination with branches and delightful customers.

**Personal Information**

Date of Birth : 27th October 1992

Father’s Name : Mr.Nandlal Suneja

Nationality : Indian

Languages Known : English and Hindi

Address : Bk-1/45-b, Shalimar Bagh Delhi-110088

Marital Status : Single