

Krishan Pal

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Summary

A Professional and Corporate Trainer with over **7** years and **10** months of experience in Customer Relationship Management, Team management and Training in BPO Sector, with excellent communication, management and team management skills. Able to design and implement a variety of training programs for multiple purposes. Comfortable to working in any industry with groups of all sizes. Proficient in managing successful trainings program & experience of developing procedures, service standards for business excellence.

Work Experience

Overall **7** years and **10** months experience which is described below.

SonaYukti Pvt. Ltd.

- Working as a **BPO Trainer** at **SonaYukti Pvt Ltd.** Bareilly (From 25th June'18).

Cogent E Services Pvt. Ltd. (BPO)

- Worked as a **Process Trainer** at **Cogent E Services Pvt. Ltd.** (From 31st Mar'17 to 13th June'18)
- Worked as a **Quality Analyst** at **Cogent E Services Pvt. Ltd.** (From 1st Apr'15 to 30th Mar'17)
- Worked as a **CSR** (Customer Service Representative) at **Cogent E Services Pvt. Ltd.** (25th oct'2012 to 31st Mar'15)

Balaji Foresight College of Computer Education

- **6** months experience of **Computer Skills Trainer** at Balaji Foresight College of computer Education, Bareilly.

Education

- **Bachelor of Commerce** from MJP Rohilkhand University Bareilly in 2014
- I have done **12th** from UP Board in 2011
- I have done **10th** from UP Board in 2009

Computer Skills

- **MS Office** (Excellent in Excel, PowerPoint and word)
- **DTP** (Desktop Publishing)-Adobe PageMaker 7.0, Adobe Photoshop 7.0, CorelDraw12
- **HTML, DHTML, C++**
- **Tally 7.2 & 9.0 ERP**

Job Skills

- Analytical Thinking, Decision Making and Problems solving skills.
- Capability to maintain all the training records
- Ability to develop the effective training programs
- Excellent personal communication skills
- Adaptability and tolerant to stressed situations.
- Ability to handle division of work and make report as per the management requirements.

Key Responsibilities Areas (BPO Trainer) at SonaYukti Pvt. Ltd.

- Responsible for counseling of all the candidates and meet their parents before enrolling the batch
- Induction of **DDU-GKY & SonaYukti Pvt. Ltd.**
- Planning for training activities as per the ACLP (Activity Cum Lesson Planner)
- Explain the curriculum of training by different and easily types during the training
- Maintain all the trainees and staff members (Manual and Biometric) attendance
- Motivate and develop the candidates by effective coaching and mentoring them
- Grooming, Interview preparation, Computer activities as per the ACLP
- Responsible to take internal assessments as per the DDUGKY guidelines and share feedbacks with the candidates.
- Responsible for Exposure Visit of the candidates as per the ACLP
- Responsible to provide OJT (On the Job Training) for every candidate of the Batch
- Responsible for placement of the candidates in given timeline as per DDU-GKY guidelines
- Responsible to handle all types of issues regarding training and candidate, during the training and placement
- Responsible to take sessions in other batches also in the absence of other Trainers

Key Responsibilities Areas (Process Trainer) at Cogent E Services Pvt. Ltd.

- Responsible for New hired Induction training Batch for **AIRTEL Process**.
- Taking care of 0-30 days Performance.
- Taking care of PKT (**Product Knowledge Test**) for process.
- Internal audit of the training Batch.
- Preparing reports for tracking performance and share with the management.
- Responsible to cover all the associates for new updates briefings
- Constructive feedback to the associates.
- Organized Refreshers session of associates to ensure the enhancement of the associates & process
- Responsible to attend Calibration calls with internal & External teams
- Responsible for Re-auditing of the Internal & External audits

Key Responsibilities Areas (Quality Analyst) at Cogent E Services Pvt. Ltd.

- Responsible to evaluate recorded/live calls of CCEs basis of call handling guidelines
- Responsible for delivering to client, and people metrics i.e. Call Quality and ACHT
- Attend calibration calls with Clients and external team
- Responsible to manage all kind of process highlights and handle issues
- Responsible for floor Audit as per CCEs Category.
- Responsible for Dip checks of CCEs on the basis of daily updates.
- Responsible to share feedbacks with the CCEs of QMC audits
- Responsible for Final Certification of new hired/trained CCEs.
- Share effective feedback and coaching on identified opportunities with aligned CCEs
- Responsible to conduct Quality Session on opportunity areas for identified CCEs
- Responsible to prepare and share daily, weekly and monthly internal Quality reports as per the management requirements

Customer Care Executive (CCE) at Cogent E Services Pvt. Ltd.

- To ensure optimum customer satisfaction with achievement of defined ACHT, CQ and Tagging scores etc.
- Responsible to handling calls as per the module
- Resolve customer's query, request and complaints as per defined call handling module
- To ensure maximum on call resolution by providing accurate and complete information as per the module.

Other Skills

- Team leading, Punctuality
- Sincere, Trustworthy and Honest
- Work oriented with quick learning ability
- Decision making and negotiating skills
- Effective listening skills and communication skills
- Good knowledge of Quality/Process of training Improvement techniques

Interests

- I like cooking and traveling to anywhere with my colleagues, friends or family
- I like internet surfing and watching motivational and training videos
- I like to watch Kavi Sammelan like: Dr. Kumar Vishwas, Mumtaz Naseem and Dr. Rahat Indori

Personal Information

- Father's Name : Mr. Durga Prasad
- Date of Birth : 12th April 1993
- Nationality : Indian
- Gender : Male
- Marital Status : Married
- Religion : Hindu
- Languages Known : Hindi, English
- Communication Address : Ramchandra Puram Colony, Near SSD School,
Budaun Road Kargaina Bareilly UPW India 243001.

Certifications

- **eSOP** Certified (Master Trainer) trainer from **NIRD** for DDU-GKY Project.
- **ToT Certified** trainer from **UPSDM** (Uttar Pradesh Skill Development Mission) in Aug'19
- **PS-1** certified trainer by Airtel in Mar'17
- **RHD** (Retailer Help Desk) UPU,MPCG,DELHI,PUNJAB,RAJASTHAN, BIHAR Process certified Trainer by Airtel.
- **MOTV** (Mobile Tele-Verification) Process Certified by Airtel

Awards and Achievements

- 1 time Got best trainer award at Cogent E-Service Pvt. Ltd by **Airtel client**
- Moved as a **Trainer** in Training Department on the basis of excellent performance on assigned role.
- 2 times got best "**Quality Analyst**" award by **Airtel client** on the basis excellent performance on assigned role
- Promoted as a **Quality Analyst** through **IJP** basis of excellent performance delivered on assigned role.
- 4 times got Best **CSR** (Customer Services Representative) Award by Airtel **Client**
- Achieved highest customer satisfaction score in **top 10 CSR in PAN India (2012)**

Declaration

I hereby declare that all the above mentioned details are correct and true to the best of my knowledge.

Date:

Yours sincerely

Place:

(KRISHAN PAL)