Ajaykumar K.

Email: [ajaykumar\_87@live.in](mailto:ajaykumar_87@live.in)

Contact#: +919995555205

# Career Objective

To associate with an organization, where self's expertise aligned with organization’s business values can be implemented for the best throughput, empowering business and self's development in long run.

# Employment History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **From** | **Till** | **Job Profile** | **Location** |
| Rural Shores Skills Academy | Jul’15 | Working | Field Trainer | Kochi |
| Al Gurg Smollans | Dec’13 | Sep’14 | Field Marketer | Dubai |
| Firstsource Soluions Ltd | Oct’12 | Jul’13 | Associate Quality | Kochi |
| Firstsource Soluions Ltd | Jan’12 | Oct’12 | Senior CSA | Kochi |
| Firstsource Soluions Ltd | Oct’09 | Jan’12 | Customer Service Associate | Kochi |

**Rural Shores Skills Academy- Field Trainer.**

**Responsibilities**

* Conducting Training sessions to Sales Agents.
* Giving product updates to Sales Agents.
* Field Monitoring and correcting errors.
* Sharing feedback for better productivity

**Al Gurg Smollan – Field Marketer**.

**Responsibilities**

* Update market status to management.
* Making orders and receiving deliveries.
* Sales and Merchandising of Unilever products.

**Firstsource Solutions Ltd – Associate Quality**.

**Responsibilities**

* Audit and live monitoring of customer service associate’s calls.
* Share relevant feedback to associate.
* Updating audit report on daily basis.
* Educate associates about the new products & services.
* Level 1 trainer in mobile data service.

**Senior Customer Service Associate**

**Responsibilities**

* Handling a team of 15 members.
* People management & work force management.
* Off and Leave management of team members.
* Handling escalation calls in Senior Desk.

**Customer Service Associate**

**Responsibilities**

* Real time resolution to customer.
* Upselling of products.
* Right time escalation of the issues.

**Speed Post -Thrissur**

* Worked in Speed Post-delivery department for 1 year in 2008.

# Educational Background

* BA-History (2007) Graduate from Sree Kerala Varma College Thrissur, under Calicut University.
* Plus Two – Humanities (2003) from GHSS Cherpu.
* SSLC (2001) from SRKGVMHSS Puranatukara.

# Computer Knowledge

* MS Office (2004) from Electronics Corporation of India Limited.

# Other Certification

* Communication and Soft Skill Enhancement Programme: -**2007**(Conducted by the Kerala State IT Mission in association with GENPACT-a subsidiary of GE).

# Languages Known

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Read** | **Write** | **Speech** |
| English |  |  |  |
| Hindi |  |  |  |
| Malayalam |  |  |  |
| Tamil |  |  |  |

# Personal Details

Father’s Name **:** Karunakaran C.

Mother’s Name : Prema P.

Age & Date Of Birth **:**  28 years, 31.05.1987

Sex **:** Male

Marital Status **:** Single

Nationality **:** Indian

Hobbies : Playing Cricket, Travelling