

CURRICULUM VITAE

RAKESH S.D

Email

sweetmadhu007@gmail.com

Cell : +917892681903

+918073122548

Permanent Address:

H.No 28/OYHS,
HUDCO 1st stage
Lakshmikantha Nagara, Hebbal
Mysore-570017

Personal Data:

Name : Rakesh S.D
Father's name : S.M.Dodde Gowda
Mother's name: Jyothi Laxmi
Date of Birth : 15-10-1985
Gender : Male
Nationality : Indian
Marital Status : Married
Linguistic Skills : English,Kannada,
Hindi,Tulu

Educational Qualification

MTech, B.E and Diploma in
Electronics and Communication

Career Highlights

Overall work experience (6.5 Years)

Currently working as soft skill
trainer/Assessor for Flipkart.

Worked as Specialist Trainer at Aegis
Ltd., Bangalore.

Worked as H.O.D in Electronics and
communication at Karavali

OBJECTIVE:

To continuously apply my experience and skills shouldering responsibilities. Extremely confident to take up challenging role as a trainer and be associated with your esteemed organization.

EDUCATIONAL QUALIFICATION:

Class/ Course	Name of the Institution	University
MTech	Vidya Vikas institute of Engg & technology, Mysuru	VTU
B.E	Shree Devi Institute of Technology, Mangaluru	VTU
Diploma	SNSPT, Mangaluru	DTE
S.S.L.C	Kendriya Vidyalaya, Kudremukh	CBSE

TECHNICAL SKILLS:

Operating System: Windows 10 and earlier version

Technical : Computer Hardware and Networking

Applications : Google Suite, MS office, NICE

RESPONSIBILITIES HANDLED:

- Have been leading and managing the assessors team (50+) since 2020 July.
- Have been managing partner sites and have given sessions on AQ parameters
- Have trained many trainers on soft skills as per AQ parameters
- Trained NHT batches to make trainees exceed expectation.
- Have mentored trainees to meet their targets and have taken refresher training.
- Have been constantly evaluating trainees by using methods such as 5-Why analysis.

STRENGTHS:

- Ability to deal with people of different ages, learning skills and sentiments.
- Flexibility to work in rotational shifts.
- Ability to provide timely insights and inputs for process evolution and upgradation.
- Assess any critical situation and raise early warning flag to minimize risk.
- Emotionally intelligent, punctual, time-bound, patient, good listener

EXPERIENCE

- Currently working as soft skill trainer/assessor at HGS for Flipkart process since 2019 July.
- Worked as Trainer Specialist at Aegis Limited, Bangalore.
- Worked as a voice process agent and SME at Aegis Ltd, Bangalore for Reliance Jio.
- Worked at Karavali Polytechnic, Mangalore as the H.O.D for Electronics and Communication department.

EXTRA RESPONSIBILITIES:

- Have been leading and managing the assessors team (50+) since 2020 July.
- Have ensured 0 error in quality of agents hired by the entire AQ team.
- Have achieved outstanding performance rating (5/5)
- Have played the role of MIS executive maintaining the reports of agents hired PAN India.
- Have been involved in assessor rostering and maintenance of complete partners report
- Have been managing partner sites and have given sessions on AQ parameters and training
- Successfully handled escalation desk for inbound mass LOB at Aegis Ltd.
- Consistently achieved desired through put as per requirement for Reliance Jio.
- Successfully shadowed many new trainers during NHT.
- Successfully handled the role of Coordinator for customer escalation desk.
- Achieved the Jio client target of SR close looping for outbound voice process.
- Successfully led outbound voice process of Re-monetization for Reliance Jio process.
- Successfully handled the role of placement in-charge at Vidya Vikas College.
- Have got early promotions at regular intervals much faster than anticipated.

I, Rakesh S.D do hereby declare that the details furnished above are true to the best of my knowledge and promise to produce the relevant certificates if found needy.

Place: Bangalore

(Rakesh S.D)