**KAPIL RANA**

**2/A 48 BLOCKS ,**

**C.R.PARK**

**NEW DELHI**

**PH-011- 8368353569,Email-thekapilrana@gmail.com**

**CAREER OBJECTIVES**

To achieve success with honest and diligent efforts towards my profession and to sharpen my professional skills along with the growth of the organization .I also believe in building good & healthy relations with people

**ACADEMIC BACKGROUND**

Completed C.B.S.C Examination 12th (Delhi Board)1’’1999

Completed Graduation in B.Com (Pass) from **Shaheed Bhagat Singh College(D.U)**’’2002

**OTHER QUALIFICATION :**

Done Diploma in Advanced Software Technology from Computer Maintenance.Corporation

Done U3 level of Business Communication from **British Council .**

**Work History**

**Team Leader – Operations**

**THE LEAD HOUSE INC. (Feb 2012 - till now)**

 Worked for a lead generation process to maintain the quality of the Handled Process as as per the given parameters. Satisfied The Customers & Clients With The Delivery of of Quality Leads

* Ensured Appropriate & Effective Resolution Has Been Made To The Issue Raised, Given Daily Feedback To The Team And Maintained a Performance Report, Barged Live Calls and Rate Them Under The Given Quality Parameters.
* Worked with the outsourced contact centers, maintained & tested the quality of leads in the pipeline, took skype sessions with outsourced agents and given a weekly report to the center/process heads.
* Handling Team of 30+ Executives and make performance report weekly.

2. **Wipro Ltd.**

**Associates June 2007 to Aug 2008**

**Trainer Assit. Sept 2008 to Oct 2009**

**Process : Verzion Billing.**

**Responsibilities:**

* Handling OJT(On The Job Training)batches.
* Ensured minimum shrinkage and attrition.
* Interviewing New joinee and taking mock calls
* Reviewing New joinee performance reports to Process Manager.
* Ensured maximum quality and Process knowledge.
* Explaining Policy and Procedure of the client about the Process.
* Maximum productivity and ensuring performance of the new joinee.

**(Number of Joinee 20 each batch)**

3.**National Sports Club of India**

**Office assistant June 2003 to July 2006**

**Responsibilities:**

* Handling Front desk and foreign delegates.
* Maintaining records of all the member’s accounts.
* Providing delegates the best tour packages.

**4.Major Achievement**

* Got First Process Trainer certification within 1 year.of joining.
* Got U3 Level Certification from British Council.
* Got A rank twice in the Advanced Computer Certification.

**PERSONAL INFORMATION**

Date of Birth : 28 September 1980

Father’s Name : Mr.D.R.Rana

Marital Status : Married