

T.VINOD KUMAR

Objective

To be part of a reputed organization, where there is recognition for hard work and sincerity. To be able to put to use my strong organizational skills and education background to make a difference to the organization that I am working for and also improve in key areas by gaining experience.

Career Contour

Pro-Life Skills - Soft Skills Trainer in Chennai (Since Aug 2014)

Job Profile for “Pro-Life Skills “ -Soft Skills Trainer

- Undertaking Professional - Life Skills training called **Pro- Life Skills** at my own Home Center
 - Training undertaken for College Students, Working Employees,Trainers,
 - Handling training on:
 - *Personality development
 - *Positive Thinking
 - *Stress Management
 - *Behavior Skills
 - *Leadership Skills
 - *Communication Skills
 - *Presentation skills
 - *English Language Training
 - *Voice improvement (Voice Training)

Senior Engineer - Sales and Support for Comodo Security Solutions in Chennai (From March 2011-Aug 2014)

Job Profile for Senior Engineer -Technical Sales and Support

- Marketing & Selling of Comodo Internet Security software packages,along with technical & customer support for Geekbuddy technical Support software packages online - over phone(Inbound & Outbound), chat and email.
- Training & Development (Soft Skills, English Language & Sales)
- Client Management

- Digital marketing and content development
- Taking requests for order renewal,cancellation over phone,chat and email.
- Following up the clients and customers over phone and email for order completion.
- Converting the trial customers to paid customers by upselling the Comodo products.
- Sending order confirmation emails to the customers' registered email address along with the Comodo account log in information and license keys.
- Activation of the new licenses for the new customers and providing the Technical support.
- Transferring the paid customers to the Technical support department for other Technical support queries.
- Sales-Training & Soft Skills Training for new recruits.
- Resolving escalations and complaints from customers.
- Call monitoring and feedback
- Training & development/supervising of the existing process to increase the sales and revenue
- Training of new updates and to implement the same in the existing process for sales improvement
- Tracking,updating,reviewing of the orders placed using MS-Office

Achievements

- **Consistent sales target achiever and placed a total of 1348 individual orders for various software products of Comodo Internet Security & Geekbuddy Technical Support software packages since April 2011**
- **A total of \$68,838.30 has been processed since April 2011**

Admin/HR Co-ordinator for Cognizant in Chennai (March 2010 - March 2011)

Job Profile for Admin/HR Co-ordinator (On contract)

- Allocating of training batches for newly recruited candidates who are fresh out of colleges.
- Coordination activities between trainees and the management
- Tracking the attendance of batch trainees, training & development on the given schedule
- Scheduling examinations for all training modules completed and generating the final report
- Submitting the final report using MS-office to senior authorities for approval in order to move the trainees to the respective software departments.

Achievements

- **Handled a total of 25 batches, each consisting of around 30 candidates and transferred to the respective software departments**

Technical Support Officer (Voice – L1 Support) for HCL Technologies – BPO Services in Chennai (Aug 2006 – Aug 2008)

Job Profile for Technical Support Officer

- Technical support to **UK** customers who use **British Telecom** Internet Service
- Support includes Internet connectivity related troubleshooting for both **Wired & Wi-fi** for both **Desktops & Laptops & E-mail** configuration
- Supporting Operating Systems includes **Win XP & Win Vista**

Achievements

- **Received the Best Agent award for maintaining the FCR (First Call Resolution) from the Center Head of HCL BPO, Chennai**

Professional Skills

- Excellent listening skills
- Good soft skill and communication skills
- Excellent selling skills (Online sales over phone (Inbound & Outbound), chat & e-mail)
- High convincing skills
- Good customer handling and presentation skills
- Self motivated
- Self discipline, fast learner, positive attitude
- Ability to work and cooperate with the team
- Ability to work to strict deadlines
- Good Analytical, troubleshooting and documentation skills

Educational Background

Degree	Institute	Percentage	Year
B.Tech (Information Technology)	DMI COLLEGE OF ENGINEERING, Chennai. Affiliated to Anna University.	65	2006
Higher Secondary	Shenbagam Matriculation Higher secondary School, Pollachi, Tamil Nadu	78	2002

SSLC	Govt.Boys Higher Secondary School, Chittur, Kerala	73	2000
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Areas of Interest	Soft Skills/Sales Trainer, English Language Trainer, Training and development,Business Development, Online research, ,Business presentation, Management, Co-ordination, Willing to travel
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Trainer Skills	Interactive, Encouraging, Supportive, Enthusiastic, Planning, personality development,communication, Evaluation
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General Interests

Languages known	English, Hindi, Tamil,Malayalam
Hobbies	Music,Singing
Strengths	Self-confidence, Team player, Hard Working, Dedicated and Highly Flexible

Personal Details

Date of Birth	17-Sep -1983
Sex	Male
Marital Status	Married
Father's Name	V.Thangavelu
Nationality	No: Plot no : 24-A, Fairy Land, 93, Thundalam Village Ambattur
Contact Address	Taluk,Porur -600116

Declaration

I hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Place:

Date:

Signature