**Curriculum Vitae**

***Avinash Kumar***

#202, Bhagini Regency,

PWD Road, A. NarayanaPura

Bangalore – 560 016

Landmark: Reliance Fresh

Mob. No. : 9880597069

Email id: pulavi75@gmail.com

**Personal Details:**

Father’s Name: G.C. Kumar

D.O.B.: 03-03-1975

Languages Known: Kannada, English & Hindi

**Educational Qualification:**

SSLC – Vyalikaval Education Society, 1990 – 73%

PUC – S. Nijalingappa College, 1992 – 65%

B.Sc. – Vijaya College, 1995 – 55%

**Work Experience:**

* Worked as a Proof Reader at **Karnataka Law Journal Publications** – *June 1998 to Dec. 2003*

Defining the roles & responsibilities in this publication firm, my job was to ensure that the typed material went to publishing without any kind of typo errors. Also ensured that the material that went for publishing was authentic in terms of content as I had to refer journals like the Supreme Court Cases, All India Reporter & the various Gazettes published by the Government of Karnataka & the Government of India.

**Passionate about writing articles when the occasion arises. I am also a freelance content writer for a couple of websites.**

Worked for **Accenture Services Pvt. Ltd.** as a Senior Customer Service Associate from *Nov. 2006 to Jan. 2011.*

Started working for an ISP called AT&T resolving basic internet connectivity issues for the home-users in the USA. Raising trouble tickets & escalating issues to the second level team also formed part of my job role. Due to business requirement, I was moved to a UK process called Virgin Media that involved working with the UK customers. Upselling & cross-selling telephone, internet & television packages formed part of my job responsibilities.

***Outbound process***

*While at Accenture, I also worked with a process called Sit-up channels, wherein I would call the UK customers & offer them television channels. Adding the television channels or providing them any kind of details in regards to package prices before enrolling them into the subscription formed part of my job role.*

**Worked with myntra.com from *March 2012 to July 2013***

Helped the Indian customers in placing orders online, tracking products & ensuring that the products are delivered on time as expected by the consumers. Job also involved educating customers about the various policies of the company that changed from time to time.

**Worked with Altisource Business Services from *March 2014 to Nov. 2015***

Helped borrowers in getting their properties insured by talking to the insurance agents or insurance companies & getting the renewal information.

*I have worked as a freelance translator/reviewer at Tata Consultancy Services, Thane, India. I have worked for Lingual Consultancy Services for more than six months. I have an experience of more than one year in this field of translation from Kannada to English and English to Kannada.*

**Strengths & Interests:**

Hardworking nature

Result oriented approach towards work

Innovative & creative

**Behavioural Instincts:**

I am an open-minded individual with a positive attitude. I am also enthusiastic, skilled in communicating appropriately & believe in approaching towards a task with clarity by thinking appropriately.

**Career Objectives:**

Seeking a position where I can enrich & share my knowledge, creativeness & professional capabilities, to render quality service to the organisation for it to attain its goals, with a purpose, dedication & determination to succeed & to achieve my personal objective with 100% success.

**Declaration:**

I hereby declare that the statements made above are completely correct to the best of my knowledge & belief.

Name: Avinash Kumar

Place: Bangalore

Date: