

# DEEPA SURYANARAYAN

HADAPSAR PUNE - 411028

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DOB: 02/12/1978.

MARITAL STATUS: MARRIED

<b>PROFILE SUMMARY</b>	<p>Have a total work experience of more than 20 years across sectors such as BPO (Business Process Outsourcing), Banking and Training (Classroom as well as Online/Vocational)</p> <p>Working as a part time Online Spoken English Trainer and IELTS Trainer (both Academic and General Training) with Eagetutor since Apr'19. Have trained a lot of professionals from varied fields and helped them to achieve their band score.</p> <p>Freelance IELTS &amp; PTE Trainer since Jan'20.</p> <p><b>Worked with Test rocker Inc since Aug 2017 till Oct 2020 as a Part time English Trainer for PSAT, SAT and ACT exams (which is part of College Board USA). I have conducted face-to-face training as well as Online Training through Zoom Meetings.</b></p> <p>Conducted Reading and Writing sessions for English section at the following international schools.</p> <p>1) Symbiosis International School - Pune 2) Indus International School -Pune</p>
<b>TRAINING EMPLOYMENT</b>	<p><b>ITAD (INTERNATIONAL TRAINING AND DEVELOPMENT) PUNE</b> <b>MAR 2015 – NOV 2016</b></p>
	<p><b><u>VOCATIONAL TRAINER/ASSESSOR</u></b></p> <ul style="list-style-type: none"><li>• Provide online training to candidates enrolled in Diploma of Business Administration and Diploma of Business Management courses as part of Australian Vocational Education</li><li>• Provide support to candidate through different online channels such as Livechats, coaching and mentoring through virtual classroom sessions via GTM (Go to Meeting)</li><li>• Track candidate progress through the knowledge displayed through assessment submission and give them appropriate feedback</li></ul>

	<ul style="list-style-type: none"> <li>Participate in peer review sessions for better understanding about the assessment questions and marking.</li> </ul>
<b>TRAINING EMPLOYMENT</b>	<b>RELIANCE COMMUNICATIONS</b> <b>OCT 2013-NOV 2014</b>
	<p><b><u>SENIOR TRAINER</u></b></p> <ul style="list-style-type: none"> <li>Delivered product, process and communication training to new recruits on mobile services such as prepaid, postpaid and retailer services. Used techniques such as e-learning, powerpoint presentation etc to impart the training</li> <li>Maintain candidate personal details such as name, address, contact number, date of joining, start and end date of training on excel spreadsheets</li> <li>Track candidate progress during and after the training and provide feedback for continuous improvement</li> <li>Attend meetings to keep self updated on any changes in the product or process and communicate it to the respective stakeholders.</li> </ul>
<b>TRAINING EMPLOYMENT</b>	<b>SPANCO BPO PVT LTD</b> <b>JAN 2012- AUG 2013</b>
	<p><b><u>PRODUCT/PROCESS TRAINER</u></b></p> <ul style="list-style-type: none"> <li>Delivered product, process and communication training to new recruits on mobile services such as pay as you go (prepaid) and pay after use (postpaid)</li> <li>Used techniques such as e-learning, powerpoint presentation, logical explanation, demonstration and practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Interview candidates as per the process requirements and recruit them if they fulfill the organizational standards</li> <li>• Provide regular coaching and mentor the bottom performers and bring them to the performance benchmark</li> <li>• Have regular communication with the customers to know their needs and resolve their complaints if any</li> </ul>
<b>TRAINING EMPLOYMENT</b>	<b>SPEAKWELL ENGLISH ACADEMY</b> <b>SEP 2010-JAN2012</b>
	<p><b><u>ENGLISH LANGUAGE TRAINER</u></b></p> <ul style="list-style-type: none"> <li>• Organize and deliver training to a diverse audience on how to communicate effectively and fluently in English</li> <li>• Use different methods of training such as visual presentation, video clips, group discussions and debates</li> <li>• Track the progress of individual student through regular assessments (verbal and written) and give them appropriate feedback</li> </ul>
<b>BANKING EMPLOYMENT</b>	<b>HDFC BANK – DOMBIVILI &amp; AMBERNATH BRANCH</b> <b>MAR 2008- APR 2010</b>
	<p><b><u>DEPUTY MANAGER</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for handling cash counter by accepting deposits and making payments</li> <li>• Tally deposits and payments at the close of business hours</li> <li>• Offload cash to RBI Currency Chest thrice a week</li> <li>• Lodge a First Information Report (FIR) in local police station for fake/forged currency notes</li> <li>• Liaison with local exchange house in order to provide foreign currency as US, Canadian or Australian dollars to clients as and when required</li> <li>• Adhere to Privacy and Confidentiality of client's personal and finance related information</li> <li>• Maintain deposit and payment receipts for audit purposes</li> </ul>

<b>BANKING EMPLOYMENT</b>	<b>ICICI BANK</b> <b>NOV 2005 – MAR 2008</b>
	<p><b>SENIOR OFFICER</b>  <b><u>NOV 2005 – MAR 2007 (RETAIL ASSET OPERATIONS GROUP –BACK OFFICE)</u></b></p> <ul style="list-style-type: none"> <li>• Handle credit cards and all types of loan (personal, auto &amp; home) related consumer complaints addressed to RBI (Reserve Bank of India), Nodal Officer and Senior Management</li> <li>• Provide resolution to consumer complaints either through email or letter, as per the set turn around time (TAT)</li> <li>• Prepare a Root Cause Analysis (RCA) to find out reasons for consumer complaint.</li> <li>• Take learning from the complaints and implement process related changes wherever required</li> </ul> <p><b><u>JUN 2007 – MAR 2008 (RETAIL CUSTOMER LIABILITIES GROUP- FRONT OFFICE)</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for handling queries such as cheque deposit, change in name, address, email, nominee details and date of birth of customers walking into the branch</li> <li>• Accept hard copies of salary sheets of different companies and have them sent to the centralized team to credit the salary into the respective employee's accounts</li> <li>• Safeguard the cash vault keys</li> <li>• Maintain confidentiality of customer's personal details</li> <li>• Maintain records of everyday transactions for audit purposes</li> </ul>
<b>BPO</b>	<b>HEWITT ASSOCIATES –NAVI MUMBAI</b> <b>AUG 2003 – NOV 2005</b>

	<p><b><u>TEAM EXECUTIVE</u></b></p> <p>Worked for clients such as Bank of America, Circuit City and Unisys.</p> <ul style="list-style-type: none"> <li>• <b><u>BANK OF AMERICA:</u></b> Daily activity included processing changes in employee personal forms such as change in name, address change, date of birth and email address.</li> <li>• <b><u>CIRCUIT CITY:</u></b> Process timesheets of employees which shows their daily hours of work, overtime and double overtime. Run payroll cycle for all employees of Circuit City every fortnight. Pay wages through off cycle checks to those employees who did not receive their wages in the fortnightly payroll cycle.</li> <li>• <b><u>UNISYS:</u></b> Process termination/layoff forms of the employees of Unisys <ul style="list-style-type: none"> <li>• Follow process related guidelines while processing the forms</li> <li>• Give process and systems training to newcomers in the process</li> <li>• Maintain confidentiality client's personal data</li> <li>• Participate in daily meeting to discuss any urgent actionable or process related escalation as well as routine work</li> </ul> </li> </ul>
<b>BPO/CALL CENTER</b>	<b>INDUSTELE SERVICES PVT LTD – NAVI MUMBAI</b> <b>FEB 2002 - JULY 2003</b>
	<p><b><u>CUSTOMER SERVICE EXECUTIVE</u></b></p> <ul style="list-style-type: none"> <li>• Responsible for selling products such as prepaid cards, home appliances to US and UK clients over the phone</li> <li>• Participate in process and product training as and when required</li> <li>• Provide information to clients as per the guidelines</li> <li>• Keep track of daily sales target</li> <li>• Implement feedback given on calls</li> </ul>

<b>EDUCATION</b>	<b><u>BACHELOR OF COMMERCE – YEAR 1999 – 50%</u></b>
<b>CERTIFICATIONS</b>	<ul style="list-style-type: none"> <li>Contemporary Facilitative Training Technology from Pragati Leadership Institute Pvt Ltd</li> <li>TAE40110 – Certificate IV in Training and Assessment</li> <li>Train the Trainer Course from Speakwell English Academy (Dadar)</li> <li>E –CRM (Customer Relationship Management) from Karrox Technologies Ltd, Vashi.</li> <li>Diploma in Basic Computing from Boston's Computer Institute, Dombivili (West)</li> <li>English Typing with speed of 30 w.p.m</li> </ul>
<b>TRAININGS/WEBINARS</b>	<ul style="list-style-type: none"> <li>Australian Culture Training</li> <li>Making Online Presentations Memorable</li> <li>Blueprint for perfection 6 keys to the perfect online presentation</li> <li>Making – Introductions - Online – Brief</li> <li>Comprehensive Guide for Trainer and Assessor Requirements</li> <li>Design and Deliver Interactive and Effective Online Trainings</li> <li>The Thick Grey Line of Compliance</li> </ul>
<b>TECHNICAL KNOWLEDGE</b>	<p>Have worked with the below mentioned software package</p> <ul style="list-style-type: none"> <li>Peoplesoft version 8</li> <li>Peoplesoft version 9 (web based)</li> <li>Venetica</li> </ul>

	<ul style="list-style-type: none"> <li>• Siebel version 2 &amp; 3</li> <li>• AS400</li> <li>• Lotus Notes</li> <li>• Finacle</li> <li>• Finnone</li> <li>• Clarify</li> <li>• Clarity</li> <li>• Integrated System</li> </ul>
<b>REFERENCES</b>	<ol style="list-style-type: none"> <li>1) Sushma Manhas Operations Manager – ITAD Hinjewadi Pune – 411057 Contact No : 9158886539</li> <li>2) Jeena Training Manager – Reliance Communications/Vertex Dhirubhai Ambani Knowledge City Koperkhairane, Navi Mumbai – 400701 Contact No : 9322252084</li> </ol>