



Rahul Agarwal

Trainer For MS Office Applications

**Clients: Having more than 10 years of rich experience we have trained many corporates
KPMG; REDDINGTON; ACE DATA; VALUE 360; PHILIPS INIDA; AMITY (MBA STUDENT) & MANY MORE**

Profile

Objective We provide training on MS Office Application and Soft Skills.

Key Skills

Proficient With the application mentioned below:

MS Excel: For Better Data Analysis.	MS Word: Understanding And Unleashing The Power Of MS Word In Depth.	MS PowerPoint: Understand Of PowerPoint And How To Prepare That Winning Presentation.	Windows 10: Helping To Understand The Operating System And Also Troubleshooting.
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Education

2007 to 2009	Executive MBA from National Institute of Management , affiliated from Indian Council for distance Education.
2005	Microsoft Certified
1999 to 2002	Graduation B.COM (P). Delhi University – 2002

Work Experience

Working as an Operation Manager with a KPO	August 2007 till October 2011
iYogi Technical Support – Team Leader	September 2005 - August 2007
<ul style="list-style-type: none"> ✓ Maintaining The SLA On The Floor. ✓ Handling Escalations And Resolving Customer Complaints Within The Stipulated Framework Of Time. ✓ Identifying Coaching Areas Of Team Members By Monitoring Calls And Guiding Them To Improve. 	
IBM Daksh Business Process Services Pvt Ltd.	August 2004 – September 2005
<ul style="list-style-type: none"> ✓ Providing Technical Support To Customer. ✓ Identifying Key Areas Of Customer Dissatisfaction, Problem Areas And Suggesting Steps To Increase Customer Satisfaction. ✓ Analyzing Weekly Trends And Giving Suggesting During While Team Meeting. 	