

Darin George Nalumakil

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PROFILE

I am an expert in customer related jobs having managed a team of five members and keen to pursue career in Front-end Web Development. I am currently looking for a full-time job. Specialised in HTML5, CSS, JavaScript, Bootstrap. Gained awards for best employee of the month award and best student under physics in 2012.

KEY SKILLS

- Familiar with Java, Visual Basic, JavaScript, HTML, Bootstrap.
 - Expert on using tools such as Photoshop, Indesign, Audition, Lightroom.
 - I am very customer oriented and a skilled problem solver.
 - I can listen carefully and can perform superbly under pressurized environment.
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WORK EXPERIENCE

Diligenta (Prudential) | Claims Advisor

Jul 2019 to Present

- Attend calls from customers and start their claim's process by going through financially regulated framework.
- Make midterm adjustments on customer's policy.
- Handle complaints.
- Make outbound calls to relevant customers who needs them.

Webhelp (Post office) | Customer Service Advisor

Mar 2017 to Jun 2019

- Attend calls from customers and give them new quotes based on their relevant travel needs.
- Make midterm adjustments on customer's policy.
- Handle complaints.
- Make outbound calls to relevant customers who needs them.
- Take payment from the customer.

Esure | Customer Service Advisor

Dec 2016 to Jan 2017

- Attend calls from customer relating to car insurance.
- Give customer new quotes relating to their needs.
- Handling Complaints.
- Take payment from customer and sending relevant policy documents through email.

Aviva | Customer Service Advisor

Aug 2016 to Dec 2016

- Attending inbound calls from customer's relating to car insurance.
- Giving customers new quotes based on their relevant needs.
- Making amendments on a customer's policy.
- Handling Complaints.

Orridge | Casual Stocktaker

May 2016 to Aug 2016

- Travel to locations.
 - Take stocks.
 - Use a handheld bar code reader to scan the items and take the stock.
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Dhabha & Dakhin Restaurant | Head Waiter

Mar 2013 to May 2016

- Stocked and replenished merchandise according to shop merchandising layouts.
- Alerted customers to upcoming sales events and promotions.
- Trained 5 new sales associates each quarter.
- Shared best practices for sales and customer service with other team members to help improve the shop's efficiency.
- Resolved all customer complaints in a professional manner whilst prioritising customer satisfaction.

Di Maggio's | Waiter

Aug 2012 to Jan 2013

- Operated a cash register for cash, cheque and credit card transactions with 100% accuracy.
 - Cleaned and organised the shop, including the checkout desk and displays.
 - Worked with the management team to implement the proper division of responsibilities.
 - Handled all customer relations issues in a gracious manner and in accordance with company policies.
 - Best Employee Award
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EDUCATION & QUALIFICATIONS

Code Institute – Front end web development student under open classrooms started on December with projects on HTML, CSS, JavaScript etc.

St Andrews RC Secondary School – Completed my high school on May 2012 with A grades in computing, Maths, Physics and English. Had side projects in Computing which included projects that were needed to be programmed in Visual Basic. Also had projects in Product Design where I had to design a bin involving drawing and using graphic software to create my 3D Design.

ADDITIONAL INFORMATION

Languages: English, Hindi, Malayalam, Spanish

INTERESTS

Interested in Photography. I love to play basketball. Love to chat with other people and meet new people across the world. Love to go on holidays to exotic countries.

REFERENCES

Will be provided when requested.