Interview 2

Call centre supervisor

Sharad Kumar, Dell

I'm high up in Dell and I take home 40,000 per month (approx £450). I also get bonus prizes for high sales like MP3 Players, Sony Ericsson phone. There are iPods for grabs and digital cameras.

If you go to one of these new shopping malls, it used to be market sellers shouting out. Now there's someone with a microphone shouting, 'If I say Vodaphone, you say Hutch' and the crowds come gathering around.

I've been on three English courses – American, British and Australian. English can get you the whole world here. The US one taught us to roll our 'r's, but so many people say, 'don't put on that accent; talk to me in an Indian accent' or 'please talk slowly' because Indians talk so fast.

Out of 80 to 100 calls a day several are abusive. Many people hear my accent and put the phone down. Britishers, well the truth is, they get very upset. Many would shout 'you've taken our jobs' and put the phone down. We have to read a legal script, 'Anything said against us will be taken up in a court of law'.
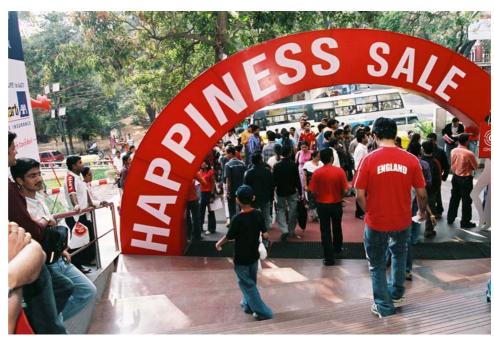
I'm called Neil now. I say, 'My real name is Sharad Kumar so you can call me Neil Kumar. Aussies are very sweet. They trust people very quickly. I always choose my name. It can't be repeated by anyone on the floor. I absolutely don't mind having other names. It's easier for us to make ourselves English.

Money has given me new tensions. I keep wanting more. But it won't bring happiness, only greediness. We need money to live, but need to live without the wants.

There's this feel-good feeling at the moment. We've got shopping malls and software companies springing up. But at my family's home in Mysore there are struggles and it's not very far from here. If you leave the city things are poor.

At my home farmers are working hard for only small money. Crop prices are going down because big companies are coming in and taking the market. Some are so steeped in debt they choose to drink the pesticides for suicide. These things are happening here.