

FALCON ID # 40539

Oilfield Services / Analyst

Residential Country : India Nationality : India
Resume Title : Lead Quality Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
B E / B Tech		0000	Not Mention

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Lead Quality	Reputed Company	India	07/2012	/
Associate Quality	Tech Mahindra	India	05/2011	06/2012
External Auditor	Vodafone	India	03/2010	04/2011
Quality Analyst	First Source Solutions Ltd	India	11/2008	03/2010
Technical Support Customer Care Associate	Aegis Bpo Service Ltd	India	12/2006	11/2008

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Computing & Technical Skill:

Proficient with Microsoft Word/Excel/Advance Excel/Powerpoint

Yellow Belt/Six Sigma

Typing Skill:

35wpm with more than 90% accuracy

Strengths:

Professional: Capable to work under pressure and meet targets within deadline.

Personal: Hard & Smart Worker//interactive//team player//flexible

Additional Information :

1. Monitoring calls, sharing feedback, conducting Call Quality briefings and Call Listening sessions.
2. Drive hygiene issues in the floor by creating checkpoints on compliance issues like Call Disconnection/Call Avoidance which would otherwise adversely impact the business.
3. Conduct certification for the new hire batches. Conduct Quality Intervention process in new hire batches in an effort to make them aware of the real time scenarios before they hit the floor.
4. Publishing various quality related reports as in Daily Score Dashboard, Training Need Analysis, TNI Efficacy mapping, Call Quality Gap Analysis and Call Quality Trend.
5. Analyzing the complaints registered from backend team and subsequently work for the reduction of Customer complaints hence drive the Customer Satisfaction matrix for the process.
6. Analyzing the areas of opportunities in terms of Call Quality & Customer Satisfaction.
7. Identifying the process defects & opportunities for error and come up with corrective measures as in how to nullify the same.
8. Conducting Calibrations with Operations & Training and leading Call Calibrations with the Clientele Team.
9. Doing White Paper Project to drive business KPI's like Reduction in AHT, Reduction in Auto Verification % , Improvement in External Call Quality & like.
10. Conducting Repeatability and Reproducibility test with the Internal Quality Team to mitigate the variance in call rating by the respective quality auditors.
11. Preparing Power Point presentations and Action Points for Clientele reviews and lead the

internal reviews with the Senior Leadership Team.

12. Working closely with the focus group identified as bottom performers via Bottom Quartile Management and assist them to enhance their delivery; thus supporting the core Delivery Team to meet the deliverables basis the business KPI's.

13. Quality is all about adding value to the business hence come up with control points on how to minimize the floor hygiene issues and meet the requirements of the Internal and External Customers pertaining to deliverables like Call Answering, AHT Reduction, CSAT improvement and like.