



SUMMARY

Dynamic and results-driven Quality Assurance Analyst with over **2+years of experience** in the **BPO sector**. Proven expertise in improving operational efficiency, ensuring quality standards, and delivering client-focused solutions. Skilled in utilizing **Six Sigma methodologies**, **7 QC tools**, and driving process improvements to optimize performance. Strong leadership and team collaboration skills, recognized for maintaining high-quality service standards and ensuring customer satisfaction. Recognized for excellence in quality analysis and contributing to organizational success.

EDUCATION

Vivekananda Global University, Jaipur

Bachelor of Computer Applications
Graduated in 2021 with **8.20 CGPA**.
2018 - 2021

CORE COMPETENCIES

- Quality Assurance & Control
- Six Sigma (Green Belt) & Agile Methodologies
- 7 QC Tools
- Root Cause Analysis (RCA)
- Process Improvement & Performance Monitoring
- Customer Support & Issue Resolution
- Microsoft Excel
- Python Programming
- Project Management

INTERNSHIPS & CERTIFICATIONS

- Project Management Professional**
Certification by Google on Coursera
- Python Internship**
Zeetron Networks
- Advanced Diploma in Computer Applications (ADCA)**
Nehru Computer Education

EXTRA-CURRICULAR ACHIEVEMENTS

- Participation certificate for **CCNA** webinar and workshop
- Head of Cultural** Committee for Academic Excellence (2015)
- Member, **Computer Society for Technocrats** (2018-2021)
- NGO volunteer**: Animals Welfare Society
- NGO volunteer**: Niwala Kamla Bai Charitable Trust, Jaipur
- Merit Certificate** for Grade A in General Knowledge Competition (2018)

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst

Teleperformance Pvt. Ltd. | (Feb 2023 - June 2024)

- Conducted in-depth quality checks on **Microsoft India** BPO operations to ensure compliance with organizational standards.
- Utilized **Six Sigma** and **7 QC tools** to monitor, analyze, and improve process efficiency.
- Identified and addressed quality issues by conducting **root cause analyses (RCA)**, leading to a **20% improvement** in overall performance metrics.
- Collaborated with cross-functional teams to drive business continuity and ensure adherence to SLAs.
- Provided actionable feedback and training to teams, promoting continuous improvement and high-quality standards.
- Awarded "**Best Quality Analyst - Microsoft India**" for Q4 2023, acknowledging dedication to maintaining business continuity.

Technical Support Specialist

Teleperformance Pvt. Ltd. | (Jan 2022 - Feb 2023)

- Resolved technical issues for clients, providing expert support via phone, email, and chat for **Microsoft India** BPO.
- Provided technical training to customers, **enhancing product usage** and reducing service **downtime by 15%**.
- Documented and escalated customer interactions, ensuring timely issue resolution.
- Delivered high-quality customer service, maintaining a **satisfaction rate of 95%**.

Human Resource Executive

ARM Of India | (Dec 2020 - Dec 2021)

- Managed employee data, benefits, and recruitment, ensuring efficient HR operations.
- Conducted performance reviews and facilitated employee engagement activities, promoting a positive work environment
- Developed initiatives to foster a positive work environment and enhance employee satisfaction.
- Evaluated departmental budgets and conducted performance reviews, ensuring alignment with company goals