



Avinash Wadkar

Quality Team Leader

Lean Six Sigma Yellow Belt certified Quality Team Leader, leading with passion and expertise. My diverse QA background delivers impactful improvement, elevating standards and exceeding expectations

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WORK EXPERIENCE

Field Incharge Kolbro Group

08/2017 - 03/2020

Mumbai

on Behalf of KDMC & UMC Property Tax Department

Achievements/Tasks

- Leveraged my expertise in property tax assessment to drive operational excellence as Field Incharge at Kolbro Group, managing teams and ensuring regulatory compliance

Voice Advisor Executive Reliance Jio

03/2021 - 07/2022

Mumbai

Achievements/Tasks

- Provided exceptional customer support to Jio Telecom users through inbound call management for Prime Que, COCP, Postpaid, and eSIM inquiries, consistently exceeding expectations and achieving top performer recognition

Quality Team Leader JindalX

08/2022 - Present

Mumbai & Delhi

Achievements/Tasks

- Demonstrated rapid career progression at JindalX, starting as a Customer Service Associate and transitioning to a Quality Analyst within three months. Leveraged strong analytical skills to manage diverse LOBs in the Mensa Process, including Inbound, Outbound, Mail, Chat & International, before being promoted to Quality Team Leader

EDUCATION

Bachelor Of Commerce Saket College, Kalyan

03/2016 - 03/2020

Courses

- Accountancy
- Taxation
- Business Economics
- Cost Accounting
- Financial Systems
- Business Management
- Company Law

SKILLS

Analytical Skills

7 QC Tools

MS Office

Excel

Communication

Leadership Abilities

Presentation Skill

Problem Solving

Data Analysis

Project Management

Process Mapping

ACHIEVEMENTS

Best Performer Hall Of Fame Category (02/2022)

Rewarded as Best Performer Hall Of Fame Category for the month of February 2022 and scored 1st Rank in POD and 2nd Rank In PAN INDIA in Reliance Jio Infocom

Best Performer Hall Of Fame Category (03/2022)

Rewarded as Best Performer Hall Of Fame Category for the month of March 2022 and scored 3rd Rank in POD and 14th Rank In PAN INDIA in Reliance Jio Infocom

Mentor (SME) (10/2022 - 12/2022)

I have been offered an opportunity to work as a mentor for the Zomato DP Marathi process at JindalX

Promoted As A Quality Analyst (01/2023 - 08/2023)

I have been promoted to the position of Quality Analyst through an Internal Job Posting for the Zomato DP Marathi Process

Promoted As A Quality Team Leader (09/2023 - Present)

I have been promoted to the position of Quality Team Leader through an Internal Job Posting

Lean Six Sigma Yellow Belt Certified

Lean Six Sigma Yellow Belt certified, equipped with expertise in process improvement, data analysis, and problem-solving

LANGUAGES

English

Professional Working Proficiency

Hindi

Native or Bilingual Proficiency

Marathi

Native or Bilingual Proficiency