

KIRTI KOTE

Operations & Quality Strategist | Process & Support Expert

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EXPERIENCE

Independent Professional

Solo Work & Skill Development 01/2023 - 01/1970 Pune, India

Focused on skill development and process support

- Upskilled through hands-on YouTube content creation, mastering Canva, animation, and social media management.
- Earned a certification in Advanced Business Operations and support to boost strategic execution and visibility.

SME and Quality Analyst

Tata Consultancy Services 11/2020 - 02/2023 Pune, India

A leading global IT services, consulting, and business solutions organization

- Led process and SAP SuccessFactors testing, supported end-to-end project coordination, identifying and resolving workflow issues to drive operational excellence.
- Developed and updated **SOPs, achieving 100% quality** and 40% business growth.
- Performed precise **policy audits and facilitated training sessions** to enhance team proficiency.
- Optimized processes and collaborated with stakeholders to streamline operations.

Control Specialist

Ocwen Financial Corporation 08/2016 - 12/2017 Pune, India

A financial services company that provides solutions in mortgage servicing

- Conducted data validation and quality control using detailed checklists.
- Designed and implemented **SOPs** and process maps to streamline operations.
- Audited **TRID** and **HMDA** processes, ensuring regulatory compliance.
- Collaborated with stakeholders to resolve queries and enhance communication.

Operations Associate

EXL Services 04/2014 - 04/2016 Pune, India

A leading business process solutions provider

- Streamlined client enablement, billing, and installations using SAP.
- Managed virtual assistance tasks, including email management and collaboration via MS Teams.
- Conducted precise audits in insurance operations using PEGA and Siebel.
- Strengthened stakeholder relationships through effective communication.

EDUCATION

Master's in Computer Science

Pune University 08/2011 - 05/2013 Pune, India

CERTIFICATION

Advanced business operations and support.


SUMMARY

I am a versatile professional with **nearly 6 years of experience** in operations, support, quality control, and process optimization. My expertise includes SAP SuccessFactors testing, process testing QA/QC, Agile and Scrum methodology, and developing SOPs. I thrive on driving operational excellence through workflow transformation and stakeholder collaboration across global teams. My proficient use of various project management tools facilitates seamless execution and measurable results.


SKILLS

JIRA	Notion	ADO (Azure Devops)	
Canva	SAP Billing	Email Campaign	
Microsoft Teams	Pega	SOP	SAP
SAP SuccessFactors		Siebel	
SQL Server	Content Creation		
US Insurance and Mortgage			
Process Audits		Mergo	Boomerang
Scrum	Trello	Visio	CRM
ZoHo Desk	Agile	WAALAXY	
SALES SQL	Social Media Management		
Project Management		Minimax	Kalki

INTERESTS

 **Digital Transformation**
Passionate about transforming processes and delivering flawless quality, elevating digital presence with innovative designs and animations that inspire and engage.

KEY ACHIEVEMENTS

 Consistently ensured 100% quality, developed error-free SOPs, and earned client appreciation for driving operational excellence and enhancing team performance.