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Rimjhim Mallick ⭐ Featured

Senior Associate seeking roles in Quality Analyst, Root Cause Analysis, Application support, Windows troubleshooting, Software Development,Application Programming,System Programming,Client Management,Process Improvement,Web Development,HTML,CSS,

Rimjhim Mallick

Current Designation: Technical Support Engineer, Advisor II
Current Company: Concentrix Technologies India Pvt. Ltd
Current Location: Bengaluru / Bangalore
Pref. Location: Kolkata,Bengaluru / Bangalore
Functional Area: IT Software - Application Programming / Maintenance
Role: Tech Support Engnr
Industry: IT-Software/Software Services
Marital Status: Single/unmarried

Total Experience: 2 Year(s) 10 Month(s)
Highest Degree: B.Tech/B.E. [Computers]

Key Skills: Root cause analysis,Quality Analyst,Excel,Ms office,Word,PPT,Application Programming,System Programming,Client Management,Process Improvement,Web Development,HTML,CSS,Desktop Troubleshooting,Application Support

Verified : 📞 Phone Number | Email - id

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

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Summary

2 years 8 months of functional experience include technical and analytical working experience in advance Excel.
Worked with cross functional team, interacting with management an efficiently getting the work done in timely manner.
Strong analytical and problem solving skill as well as excellence oral and written communication

Work Experience

◉ **Concentrix Technologies India Pvt. Ltd** as Technical Support Engineer, Advisor II
Dec 2020 to Till Date

◉ **Wipro Limited** as Trust and Safety - Quality Analyst
May 2019 to Nov 2020

  Key responsibilities area to take care the quality for the team along with floor. Need to take a session, to discuss about the process doc. and process improvement plan. Client calibration,RCA and Feedback are the most important part for daily work.

◉ **Wipro Limited** as L1 Technical Support Engineer
Feb 2018 to May 2019

  1 years 2 months of functional experience include technical and analytical working experience in advance Excel, application support, provide solutions to windows related problem, and incident management.
Worked with cross functional team, interacting with management an efficiently getting the work done in timely manner.
Strong analytical and problem solving skill as well as excellence oral and written communication

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Education

UG: **B.Tech/B.E. (Computers)** from **Jis College of Engineering** in **2017**

Other Qualifications/Certifications/Programs:
Bluemix Essentials

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IT Skills

Skill Name	Version	Last Used	Experience
Root Cause Analysis		0	1 Year(s) 8 Month(s)
EXCEL			2 Year(s) 8 Month(s)
MS OUTLOOK			2 Year(s) 8 Month(s)
MS OFFICE			2 Year(s) 8 Month(s)
TEAM MANAGEMENT			2 Year(s) 8 Month(s)
DATA ANALYSIS			2 Year(s) 8 Month(s)
HTML			
CSS			
Content Analysis			2 Year(s) 8 Month(s)
SQL			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Proficient			✔
Bengali	Expert	✔	✔	✔

Projects

- Project Title: **Google - YT**
  Client: **Google**
  Nature of Employment: **Full Time** Duration: **Feb 2018 - Oct 2020**
  Project Location: **Bangalore** Onsite / Offsite: **Offsite**
  Role: **Quality Analyst** Team Size: **26**
  Skill Used: Root cause analysis, Ms office, Ms outlook, Ms Excel, Google sheets work, Team management, analytical skills, Data analysis.
  Role Description: Key responsibilities area to take care the quality for the team along with floor. Need to take a session, to discuss about the process doc. and process improvement plan. Client calibration,RCA and Feedback are the most important part for daily work.
  Project Details: The project all about contact analysis, contents are basically depends on real life even. Based on SOP and urgent guidelines we are supposed to take action.
  As an Quality Analyst, I have to Audit for others admin of Wipro along with different vendors.
  Need to attend Client Calibration call to deep discussion about the contents.
  Team session, RCA, and Feedback also most important part of our daily work.
  Need to work on ad-hoc task and SLA as per Client requirements.

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**