

Sahaj Preet Singh

Quality Analyst

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DOB - 07 June 2000

House No. 264
Near Lohia Dharam Shala, Station Road
Chedipurva - Gonda (271002)
Uttar Pradesh

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Skills

Problem-Solving Skills, Clear Communication, Empathy, Product/Service Knowledge, Team Management, Mentoring, Ability to drive QA processes improvements, Communication Skills, Leadership Skills, Problem-Solving Skills, Coaching Skills, Collaboration.

Experience

Roundpay / Job Title - Customer Support Executive

01 August 2020 - 30 June 2021, Lucknow

Maintain excellent customer satisfaction and review support tickets for appropriate resolution. Work with other departments to resolve customer issues in a timely manner. Serve as a point of contact for customer support and complaints. Proactively identify, investigate, and resolve recurring customer support issues.

Tech Mahindra / Job Title - Customer Support Executive

01 July 2021 - 28 February 2022, Work from Home

Provide customer support on call. Work with other departments (Fraud Verifications, Escalation Desk, L2) to resolve customer issues in a timely manner. Serve as a point of contact for customer support and complaints. Proactively identify, investigate, and resolve recurring customer support issues.

Tech Mahindra / Job Title - Aux Trainer

01 March 2022 - 02 June 2022, Work from Home

Engaged in generating training content and materials, keeping existing content up to date, conducting training sessions or courses, provide well-rounded feedback, and handle the administration and grading of evaluations, gather feedback from learners and other stakeholders, implement enhancements based on this feedback, and established best practices.

Teleperformance / Job Title - Quality Analyst

04 June 2022 - 04 October 2023, Work from Home

Analysis/audit chats/email to identify areas of service delivery that did not meet pre-established performance standards within the CS support teams. Identify gaps and provide inputs to improve performance. Conduct Calibration sessions in sync with the Delivery and QA team. Identify training requirements and coaching. Prepare Daily/Weekly reports.

Startek / Job Title - Quality Analyst

24 November 2023 - 07 July 2024, Lucknow

Team Management ,Performance Monitoring ,Coaching and Training. Assigning audits, teams and client audits based on each team member's skill set and workload capabilities. Report to Management - Regularly updating management on team performance, milestones achieved, roadblocks and support required. Escalating any issues or risks requiring intervention from management.

Education

Fatima Senior Secondary School / Class X

2016, Gonda

CBSE Board

Fatima Senior Secondary School / Class XII

2018, Gonda

CBSE Board

DBS College / Graduation - B.Com

2021, Kanpur

Kanpur University

Certificate

Hero Vired / Business Analytics and Data Science

Oct 6, 2023 - 30th November 2024

Additional Skills

MS Excel For Data Science (Advance), Microsoft Power BI, Visualizing Data Using Tableau, Python for Data Science, SQL for Data Science.

Career Objective

To work in a challenging environment where I can gain knowledge. Add skills and acquire success with the constitution in the success of the organization.

Declaration

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Signature :

Sahaj Preet Singh

+91 87261 85605

Sahajpreetsingh@myyahoo.com

Date : Saturday, 27 July 2024