

SURYA ACHALLA

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Professional Summary

Detail-oriented Quality Analyst with 6 years of experience in invoice processing. Proven track record in ensuring accuracy and compliance with company and industry standards. Skilled in using quality control tools and techniques to identify and resolve issues. Adept at creating and implementing quality assurance policies and procedures. Strong communication and leadership skills to collaborate with cross-functional teams.

Professional Experience:

(Quality Analyst) Hinduja Global Solutions (March 2018- Present)

- Conducted quality audits and checks on invoice processing activities to ensure compliance with company and industry standards.
- Developed and implemented quality assurance policies and procedures to improve accuracy and efficiency in invoice processing.
- Developed and maintained metrics to track and report on quality performance and improvement initiatives.
- Interacted with the client for calibration calls.
- Recognize the lack of PO on Invoices and documents and resolving the issue.
- Communicating with the team to resolve billing inaccuracies.
- Providing Quality audits and feedback for a team of 27 associates.
- Able to prioritize and execute many assignments in a quick and efficient manner.
- Responsible for guiding the team by sharing knowledge to ensure accurate results.
- Responsible for reviewing the invoices done by the team before submitting.
- Sharing Quality Reports & feedbacks with agents regarding their errors & escalations. Publishing client quality reports.
- Conducting Daily huddles for the team informing about their quality scores & target

Process Consultant:

- Dealt with invoice submitted by users from various companies.
- Verify and process all accounts payable documents.
- Processing credit memos, Health claims, Expense reports.
- Maintaining good audit compliance and controls.
- Worked on invoices with volume of 144 invoices every single day.

Educational Qualification:

Qualification	Institution	University	% Marks
DEGREE (B.COM-COMPUTERS)	SPACES DEGREE COLLEGE	Andhra University	72.3
10+2 (M.E.C)	SRI PRAKSH JUNIOR COLLEGE	Board of Intermediate Education	56.2
SSC	ZPBHS HIGH SCHOOL	Board of Secondary Education	55.2

Skills:

- **Quality assurance and control**
- **Statistical process control**
- **Six Sigma methodologies**
- **Root cause analysis**
- **Process improvement**
- **Project management**
- **Communication**
- **Leadership**
- **Attention to detail**
- **Microsoft Office Suite**
- **Lean certified**

Personal Details:

Name : Surya Achalla

Date of Birth : 26th August 1996

Nationality : Indian

Language Skills : English, Hindi & Telugu

Hobbies : Listening to Music, Playing Cricket and Chess

Place: Hyderabad