

Ramya Kalasikam

Quality Analyst

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Ambitious Quality Analyst with track record of dependability and leadership. Knowledgeable in QA methodology with proven history of reducing errors to increase quality. Proficient in conducting manual and live audits. Dedicated to analyzing and resolving defects.

Skills

Continuous Improvement

Quality Improvement

Training Implementation

Data Validation

Audit processes

Root Cause Analysis

Work History

2019-11 - Current

Quality Analyst

Accenture, Hyderabad

- Conducted Manual audits and provided reviewers with training on the subjects on which they had made the most mistakes in order to raise the quality level.
- Provided detailed reports on quality metrics to senior management, enabling informed decision-making regarding process improvements.
- Maintained up-to-date knowledge of industry best practices, incorporating relevant methodologies into daily work processes for optimal results.
- Using 5-why analysis, it was possible to identify errors in PKT by performing analysis and determining their main cause.
- Conducted numerous live audits to learn about the reviewers actual daily responsibilities and assisted them in error-free production and quality management.

Education

2016-09 - 2019-05

Master Of Computer Applications: Computer And Information Systems

Osmania University For Women - Kofl, Hyderabad