



SUMMARY

Hi Team,

I am a dedicated and high-achieving professional who has consistently delivered outstanding results throughout my career. I have a proven track record of excelling in the Quality Assurance role and have quickly risen through the ranks due to my hard work and exceptional performance. My experience extends beyond the standard QA responsibilities as I have successfully managed teams and upheld stringent quality measures while ensuring the utmost integrity within the organization.

EDUCATION

Shantiniketan Womens college, Hyderabad

Master of Science (Computer Science)

08 April 2019

Sri Sai Vignan Bharathi For Women , Hyderabad

Bachelor of Science in Electronics

06 June 2017

SKILLS

- Team Management -100%
- listening -100%
- clear communication -100%
- Positive Attitude -75%
- Taking Responsibility -75%
- Assertiveness -100%
- Depersonalization -100%
- Empathy -100%
- Conflict Resolution -100%
- Self Control -100%
- A Sense Of Humor -100%
- Creativity -50%
- Adaptability -100%
- Negotiation -100%
- Auditing -75%
- Dash board creation -75%
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ACHIEVEMENTS

- Throughout my career, I have received numerous awards recognizing my outstanding performance, including "Best Champion," "Best Performer," and "Rising Star."

PROFESSIONAL EXPERIENCE



Sr. Quality Analyst

Concentrix , Hyderabad | 08 July 2021- Present

- As a Quality Evaluator, I am responsible for managing and evaluating team data. I provide critical support to a team of 24 agents, overseeing and maintaining their quality standards. My role is pivotal in ensuring that our team consistently delivers top-notch performance.



Senior Associate

Wipro , Hyderabad | April 08, 2019 - April 29, 2021

- I began my journey at Wipro as a reviewer and was eventually promoted to the position of Quality Analyst. During my tenure, I contributed significantly to the organization's growth and excellence.

OTHER

IDP SME and IDP Quality

- At Concentrix, I served as an IDP SME, where I played a vital role in managing teams, helping them meet daily targets, and ensuring project SLAs were met. Subsequently, I transitioned into the role of IDP Quality, where I further expanded my skill set by handling data, creating dashboards, maintaining integrity, and conducting internal and external audits of agents.