

# Govardhan korukanti

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## EXPERIENCE:

### Regalix ,Hyderabad- Senior Specialist Quality

Jun 2022-Present

#### **Project:Doordash**

Doordash is an online ordering and food delivery platform.It is one of the largest food delivery in the United States .To Reach new customers, market your store, and grow your business by offering delivery, pickup, and direct online ordering with DoorDash.

#### **Responsibilities:**

- 1.Daily Audits
- 2.Coaching loops
- 3.Call calibrations
- 4.Daily SOD's/Team SOD's
- 5.Internal Trainings/Skill up/Feedbacks
- 6.WBR Meets & MBR meets
- 7.Reports
- 8.Clients calls and client SOD'S
- 9.Call listening sessions
- 10.Work allocation & Work management.
- 11.Team management
- 12.Work Analysis & Trends
- 13.Process initiation & ideas

### Cognizant,Mindspace -Process Specialist (Quality-SME)

Oct 2020-June 2022

#### **Project:Caliber Call Quality Monitoring (CQM)**

##### **US mortgage**

A mortgage is a loan from a bank or other financial institution that helps a borrower purchase a home. The collateral for the mortgage is the home itself, meaning that if the borrower doesn't make monthly payments to the lender and defaults on the loan, the lender can sell the home and recoup its money

#### **Responsibilities:**

- 1.Daily Audits
- 2.Internal Calibration
- 3.Client Meets/Call Reviews

## AWARDS

Was Recognised at Best Quality back to back 6 consecutive months from Jul'22- Dec'22 .Total 9 RNR and 3 best team awards and consecutive top performer in quality from Apr'23-Mar'24.

Was Recognised as Best Quality Analyst for Achieving 100% quality in the Month of Mar & Apr 2017.

Was Recognised as Best Reviewer For Achieving 100 % quality and Productivity for 2nd Quarter Nov 2015.

Moved into Different verticals & had recognised Best Reviewer in all the verticals in terms of good production & quality.

## LANGUAGES

Telugu/Hindi/English

## Skills

MS Office /MS Excel/Digital Marketing  
Lean, six sigma Yellow belt

Troubleshooting, logic & critical thinking skills, collaboration.

4. Daily and Weekly Reports
5. Internal Trainings/Skill up/Feedbacks
6. Helping QA'S in their doubts while doing audits

Planning Analysis, conceptual skills, decision-making, problem-solving skills

**Tech mahindra (Google), Bahadurpally – Associate Team Lead(Quality)**

Feb 2020–May 2020

Task management, scheduling, risk management. Quality Tools

**Project: Google – Human Judgment**

We will be helping in building algorithms which can identify text in images which will be helpful in improving features like google translation.

**Responsibilities:**

1. Daily Audit assigning to QA's
2. Daily and Weekly Reports
3. WBR/Internal & External Client Meets/Internal sync/Dry run /Weekly Calibration with SME/QA/Ops
4. Feedback/RCA/Super Audits/Trainings
5. Team management/Work Assignment/Daily production/Shrinkage/Attrition
6. Team huddles/Individual & Team performance/Quarterly –Appraisals

**Initiatives:**

Created Feedback/Doubts PPT tracker  
Bandwidth  
QA Daily dashboard

**Tech mahindra (Google), Bahadurpally – Senior Quality Analyst**

Jan 2020

**Project: Google My Business: CS –Inbound**

**Tech mahindra (Google), Bahadurpally – Senior Quality Analyst**

Jan 2019–Dec 2019

**Project: Google My Business :Outbound**

Google my business is a free and easy-to-use tool for businesses and organizations to manage their online presence across google including search and maps. if you verify and edit your business information, you can both help customers find your business and tell them your story

**Responsibilities**

1. Daily Evaluations(Phone Cases) & BQM audits
2. Daily Feedbacks
3. Weekly Calibration
4. Trainings & 8 hours of production

Trainings(Objection Handling/sales pitch/Probing/Call handling/features)

5.Call listening session/Refreshers

6.RCA & Quality Reports

7.Team huddles / Coaching/TNI

8.Process improvement ideas & Kaizen projects

Process Project Analysis(PVP/Objection Handling/verification

methods/Dispositions/Wrap time/)

## **Wipro (Google) ,Kondapur ,Hyderabad— Master Quality Analyst**

Nov 2017 -Nov 2018

**Project:** Google Adwords/Google My Business(GMB)

### **Google Adwords**

Google adwords is an advertising system in which advertisers bid on certain keywords in order for their clickable ads to appear in Google search results.You can use to promote your business,help sell products or services,raise awareness, and increase traffic to your website.Mainly we deals with campaign related issues like

1.Campaign Requirements 2. Troubleshooting 3.Optimization 4.Campaign strategy 5.Targeting audience 6.Landing pages 8.campaign setup

### **Responsibilities**

1.Weekly Appeals

2.Internal Appeals meet with client

3.Daily Audits & Calibration meet

4.Internal & External Calibrations

5.Trainings,Coachings & Refreshers

6.Feedbacks & RCA

7.Quality reports(Quality production/Quality Score/Calibration scores)

8.Helping QA'S in their doubts while doing audits

9.Giving process updates,Maintain process update tracker.

10.Attend client meets.

## **Wipro (Google) ,Kondapur ,Hyderabad — Quality Analyst**

Dec 2016 - Nov 2017

**Project:**Google My Business(GMB)

Google my business is a free and easy-to-use tool for businesses and organizations to manage their online presence across google including search and maps.if you verify and edit your business information,you can both help customers find your business and tell them your story.

### **Key Result Areas:**

Defining quality standards for vendors to achieve the quality parameters for the client (Google)  
Suggesting and implementing changes in Quality guidelines to clients to achieve better customer experience.  
Creating & Presenting the Quarterly/Monthly/Weekly business review to clients to showcase the operations overview.  
Generating and publishing vendor level reports to establish transparency at performance across vendors.

**Responsibilities:**

1.Daily Evaluations 2. Appeals Meet  
3. Internal Calibration 4.Training/coaching/Feedbacks 5.RCA & Quality Reports

**Wipro (Google) ,Kondapur ,Hyderabad — Risk Analyst.**

Sep 2014 –Dec 2016

**Project:**E-commerce/Google payments(Wallet)

**Key Result Areas:**

Moved to different verticals like:Play/Tokens/Ashbury/P2P/cloud  
Review cases triggered by the Risk Engine and take appropriate action. Prevent online payment fraud on Google Wallet & Google Play. To ensure the best customer experience possible by minimizing their exposure to fraudulent activities. Guide reviewers in account reviewing and help in clearing the doubts.

**Responsibilities:**

1.Daily production  
2.Attend internal meets(Updates & Trainings given by the respective QA's)

**EDUCATION**

**Malla Reddy Institute of Technology and Science, Maisammaguda,Rangareddy — B.Tech**

Sep 2010–Jul 2014

**Gowtham junior college, Kharkana,Hyderabad — Intermediate**

Jul 2008 – Mar 2010

**St Mark's High School,West Marredpally Secunderabad–SSC**

Jun 2005 – Apr 2008

**St Sai children's School,West Marredpally Secunderabad**

Jun 1997 – Apr 2005

**Objective**

To continue my career with an organization that will utilize my management, supervision and administrative skills to benefit mutual growth and success.

#### **Personal Profile**

Name : Govardhan Korukanti

Father Name : Swamy Korukanti

Date of Birth : MAY 14

Sex : Male

Nationality : Indian

Languages known : Telugu,Hindi,English

Hobbies : Watching movies & Dancing

I assure you that the above information is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.