



Tanmay Kothari

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ABOUT ME

I am a results-oriented **Quality Analyst** with extensive experience in monitoring and enhancing quality standards, team management, and process optimization. With a proven track record of managing teams of up to **50 agents**, I specialize in implementing performance improvement strategies, analyzing data for actionable insights, and ensuring compliance with client expectations. Recognized for excellence with multiple awards, including "**Quarter QA**", I am committed to driving operational efficiency and delivering measurable outcomes.

WORK EXPERIENCE

Senior Call quality auditor

Indira IVF Hospital Pvt Ltd [25 May 2023 – 6 Jan 2025]

City: Udaipur | Country: India

- Monitored and evaluated customer service calls to ensure compliance with quality standards.
- Collaborated with team leads to identify training needs based on evaluation trends.
- Designed and implemented agent scorecards, improving performance metrics by 15%
- Assisted in creating detailed performance reports for management, improving operational transparency.
- Contributed to first-call resolution improvement initiatives by providing agent feedback.

Quality Analyst

Woodenstreet Furnitures Pvt Ltd [Mar 2022 – Dec 2022]

City: Udaipur | Country: India

- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Developed and maintained quality assurance procedure documentation.
- Edited, proofed and critiqued internal documents to improve clarity.
- Analyzed quality and performance data to support operational decision-making.
- Collaborated with management to provide training on improved processes and assisted with creation and maintenance of quality training.
- Lead process improvement projects to help operations meet and exceed quality standards and reduce costs.

EDUCATION AND TRAINING

Masters of Business Administration

Narsee Monjee Institute of Management Studies [2023 – Current]

City: Mumbai | Country: India

Bachelor of Commerce

Mohan Lal Sukhadia University [2019 – 2022]

City: Udaipur | Country: India | Field(s) of study: Business, administration and law: • Management and administration

LANGUAGE SKILLS

Mother tongue(s): Hindi

Other language(s):

English




LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Digital Skills - Test Results

	Information and data literacy	ADVANCED	Level 6 / 6
	Communication and collaboration	ADVANCED	Level 6 / 6
	Digital content creation	INTERMEDIATE	Level 4 / 6
	Safety	ADVANCED	Level 6 / 6
	Problem solving	ADVANCED	Level 6 / 6

Results from [self-assessment](#) based on [The Digital Competence Framework 2.1](#)

My Digital Skills

Goggle Workspace / Microsoft Office (Word , Excel and Power Point)

MANAGEMENT AND LEADERSHIP SKILLS

Team Management

Managed a team of 50 agents to meet and exceed client-defined performance metrics, ensuring alignment with key performance indicators (KPIs) such as customer satisfaction, average handling time (AHT), and first-call resolution (FCR).

HONOURS AND AWARDS

Quarter of the QA

- Recognized as "Quarter QA" for three consecutive months**, highlighting exceptional consistency in delivering quality standards.
- Awarded "QA of the Month" four times** for outstanding contributions to quality monitoring and team development.

CORE SKILLS

Key Competencies

- Call Quality Evaluation and Feedback
- Team Supervision and Mentorship
- Performance Metrics Optimization
- Client-Centric Quality Management
- Process Documentation and Standardization
- Data-Driven Decision Making
- Reporting and Dashboard Creation
- Training Program Development
- Communication and Collaboration