

# Abhishek Garg

Ex Amex – Quality | SQL | Six Sigma | Training | MIS reporting | Power BI

Gurgaon, India • +91-9729802581 • abhishekgarg2307@gmail.com • linkedin.com/in/abhishek-garg-328a3540

## SUMMARY

Experienced professional with proven track record in customer service industry. Spearheaded a team of Quality Analysts responsible for global audits, optimizing workflows and implementing data-driven solutions to enhance process efficiency. Demonstrated success in reducing internal error rates, improving Average Handling Time (AHT), and designing performance dashboards for informed decision-making. Proven mentorship abilities under the Job Shadow program. Seeking to leverage expertise in data analytics and process optimization in a dynamic and growth-oriented environment.

## EXPERIENCE

**Lead Quality Analyst**, 06/2018 – 08/2023

**American Express** (Travel & Lifestyle services) - Gurgaon

- Supervised a team of 12 Quality Analysts, responsible for conducting internal and external audits globally
- Managed daily team workflow by delivering 100% SLA
- Implemented data cleaning and validation processes, ensuring accuracy and reliability of reports
- Optimized audit procedures by identifying root causes and applying DMAIC methodologies, resulting in 60% process efficiency
- Collaborated with global operations teams to define data requirements and deliver actionable insights
- Partnered with Learning & Development teams to conduct performance assessments, reduced internal error rate by 2.5% through Training Needs Identification and Analysis
- Improved Average Handling Time (AHT) by 55% by eliminating non-value add steps
- Designed and implemented performance dashboards, providing insights to stakeholders for strategic decision making
- Acted as a proxy to Process Manager when required, ensuring seamless operations.
- Contributed to process enhancements by creating, revamping and maintaining Standard Operating Procedures (SOPs) in alignment with process/policy changes
- Mentored colleagues from cross functional units under Job Shadow program

**Sr. Quality Analyst**, 08/2016 - 07/2018

**American Express** (Travel & Lifestyle services) - Gurgaon

- Ensured high-level audits on customer bookings to ensure benefits provided to the premium customers
- Performed audits for the hotel brands ensuring their rates are loaded in the system accurately

**Sr. Travel Executive**, 09/2015 - 08/2016

**Goibibo.com** - Gurgaon

- Addressed and resolved complex issues raised by customers via emails and calls, collaborating directly with vendors

**CRM Executive (MakeMyTrip.com)**, 11/2013 - 08/2015

**Concentrix** - Chandigarh

- Crafted memorable travel itineraries, ensuring every holiday is both unforgettable and tailored to individual preferences

## SKILLS

- MS Office
- SQL
- Power BI
- Tableau
- Team Management
- Lean Six Sigma
- GDS (Sabre)

## EDUCATION

**MBA**

**Guru Jambheshwar University**

**PGDBA**

**Annamalai University**

**BBA**

**Annamalai University**

## CERTIFICATIONS

- Google Data Analytics
- Lean Six Sigma Green Belt
- IIT-Kanpur DA SQL
- IIT-Kanpur DA Excel

## ACCOMPLISHMENTS

- American Express Presidents' Award for excellence
- American Express Directors' Achievers Award for leadership