

# Vikas Nimbawat

4-6-190/2/1, Rambagh, Attapur, Hyderabad, 500048  
+91 738-680-5172 • vikas.nimbavat@gmail.com

## Objective

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- To obtain a challenging position as a Team Leader where I can utilize my leadership skills to manage and motivate a team towards achieving organizational goals.
- Knowledgeable in QA methodology with proven history of reducing errors to increase quality
- Possessing excellent management skills and having the ability to work with the minimum of supervision

## Skills

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- Leadership and management.
- Team building and coaching.
- Conflict resolution.
- Communication and interpersonal skills.
- Problem-solving and decision-making.
- Time management and prioritizations.
- Ability to work well under pressure and meet deadlines.
- Ability to manage and motivate a team.
- Cognizant of Quality Control and Quality Assurance.
- Well versed about quality tools.
- Aware of basic quality concepts like Lean, FMEA, Sampling and Poka Yoke.
- Ability to build rapport and trust quickly with work colleagues.
- Able to prioritize tasks in order of importance.
- Track record of delivering results with deadlines.
- Root cause analysis and problem-solving.
- Process improvement and optimisation.

## Work Experience

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### Process Quality Analyst

May 2020 - Present

Cognizant Technology Solutions

- Develop and implement quality control procedures for production processes.
- Conduct regular quality audits and provide feedback.

- Collaborate with cross-functional teams to identify and resolve quality issues.
- Monitor and analyze production metrics to identify trends and opportunities for improvement.
- Provide training and support to employees on quality processes and procedures.
- Participate in continuous improvement initiatives to improve overall quality and efficiency.
- Implemented quality process and created process flows, training, and mentoring manuals.
- Worked closely with team to identify the areas of improvement which also helped team to maintain the quality benchmark of 98%.
- Trained 4 batches and also conducted the weekly training for the team.
- Joined the pilot batch as a Assistant Team Leader for the new accounts receivable project with head count of more than 160 employees.
- Lead a team of 15 employees in a fast-paced environment to achieve daily targets and maintain productivity levels.
- Provide training and coaching to team members to ensure high-quality work and effective collaboration.
- Develop and implement strategies to improve team performance and increase efficiency.
- Manage and monitor team performance through regular evaluations and feedback.
- Communicate with management to ensure the team is meeting organizational goals and objectives.
- Conducting daily, weekly, bi-weekly, and monthly meetings with team and management.

### **Quality Analyst**

Nov 2018 – Mar 2020

Hinduja Global Solutions

- Worked as Quality Analyst for the project with head count of more than 35 employees .
- Few of the processes were struggling in terms of Quality with huge client escalations, initiated Quality Improvement Plan.
- Analyzed and documented quality data to identify trends and areas for improvement.
- Communicated quality issues and recommended corrective actions to cross-functional teams.
- The Quality of the project drastically improved from 92% to 98% within 6 months and the effort was appreciated by the client.
- Conduct regular quality audits and provide feedback.

### **Process Consultant**

July 2016 – Oct 2018

Hinduja Global Solutions

- Joined as a Process Consultant in July 2016, worked for accounts receivable team for U.S. providers.
- Worked on clearing house rejections and provide payor denial resolutions.
- Along with self productivity, also ensured that i talk to team and help them reach their daily productivity goals.
- Trained and mentored 3 batches.
- Promoted as Quality Analyst through I.J.P process.

## Education

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**Bachelors of Commerce (Generals)** 2016

St. Francis Xavier Degree College

- Specialisation in accounting

**Accounts and Taxation (A&T)** 2013

Nrupatunga Junior College

- Specialisation in accounting and taxation

**Secondary School Certificate** 2011

New Paramount High School

## Certification

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- Lean 6-sigma yellow belt certified

## Awards and Achievements

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- Consistently exceeding the expectations of the management, I was promoted to Quality Analyst effective November, 2018.
- Applause award for Zero Unscheduled absence for two consistent years.
- Extra Miller Award for Quality Improvement Projects.
- Recognized for outstanding performance and client appreciation.
- Spot Award for weekly trainings for quality improvement.
- Amber Award for exceeding the set deliverables.

## Declaration

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I hereby declare that the information provided above is true to my knowledge