

# Rupali

Pune

+917349547764 • singh24rupali@gmail.com

## Objective

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To work in an environment which encourages me to succeed and grow, secure a challenging position in a reputable organisation to expand my learning's, knowledge and skills.

## Work Experience

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### Sr Quality analyst

15th nov'21 - 1st sep'22

Great Lakes learning services pvt ltd.

- Managed a team of 40 people from various backgrounds.
- Monitoring sales calls and giving feedback's every alternate days.
- Making root cause analysis reports to understand minute problems in the calls. Design and deploy bottom quartile management.
- Identifying performance gaps.
- Training and coaching on quality parameters and process, every month twice.
- Process training to new QA's
- Monitoring team performance and generate reports on trends.
- live calls monitoring
- Conduct team meeting to provide updates.
- Collaboration with training team to work on issues faced by agents.

### Quality analyst

15th dec'20 -19th June' 21

Unacademy

- Auditing inbound international calls and providing face to face feedback on daily basis
- Weekly parameters refresher training to enhance the performance.
- Team & agent wise top defects report generation
- Process update / quality training's for the team
- Internal and external calibration
- Job training audits

### Quality analyst

10 oct'19-26th may'20

Swiggy (bundle technologies pvt ltd)

- Responsible for monitoring calls
- Conducted one on one feedback for agents
- Conducted internal and external calibrations.

- Identifying and highlighting potential risk areas and recommend prevention action.
- Perform case study and root cause analysis to identify gaps and suggest improvements plans

## Quality advisor

4th oct' 18- 7th oct'19

Concentrix

- Auditing inbound calls for AT&T process
- Providing feedback to agents using prescribed feedback model to improve quality scores and C- sat scores.
- Monitoring adherence to compliance procedure and processes.
- Identifying and highlighting potential risk areas and recommend prevention action.
- Mentoring budding quality analyst. conducting calibration with stakeholders conducting quality training's

## Sr. Process executive

10 mar'16- 3rd oct'18

Infosys bpm ltd.

- Handling 90 - 100 inbound international calls
- Making outbound calls as per client requirements
- Assisted British telecom customer for the troubleshooting regrading phone,TV, broadband
- Arranging call backs to follow up
- Got internal job posting to HR team ( claims process)
- To handle Infosys employees calls for all claims policies related queries and escalation calls
- Chat and email handling to resolve employees queries
- Formal emails and followed up to resolve their problems.

## Education

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### Btech

May 2011 - may 2015

SRM university

- 7.99CGPA

### High school

2009-2010

Vishwa Vanasthalipuram H.S school, Shivpuri

- 71%

### 10th standard

2008-2009

K.V Surat, Gujarat

- 69.8%

## Skills and projects

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1. Soft skills training 2. Team handling 3. SOP preparation 4. Teaser making for revision

## **License & certification**

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1. Lean six sigma foundation & six sigma: white belt certified 2. Sales : customer success certified 3.Cold calling : The first seven seconds certified 4. Design thinking certified 5. Customer Service Foundation