





# AZHAR UDDIN

## TRAINING & QUALITY LEAD

### CONTACT

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### SKILLS

- MS Office
- Client Communication
- Problem-Solving
- Time Management and Prioritization
- Team Leadership and Collaboration
- Quality Documentation and Reporting
- Root Cause Analysis (RCA)
- Data Analysis and Interpretation

### EDUCATION

**MBA - Marketing & Banking And Financial Services**

**Institute of Professional Education And Research (IPER)**

2018

**BBA - Human Resource & Marketing**

**MK Ponda College of Business And Management**

2016

### INTERSHIPS

- Sales/Brand Marketing Executive - **DB Corporation**
- Sales Executive - **On door Concepts Private Limited**
- Sales Executive - **Amul (Gujrat Co-operative milk Marketing Federation limited)**

### HONOURS

- LinkedIn Assessment Test: MS Excel Proficiency
- **Received multiple client accolades** for leading and ensuring exceptional performance of the Team Subject Matter Experts (SME), consistently maintaining high-quality standards.
- **Recognized for exemplary efforts** in eliminating errors on the CCSR (Customer Care Service Request) Email Que, effectively reducing non-fatal errors and enhancing overall process accuracy.
- **Commended for proficiency in identifying process gaps**, and proactively implementing effective corrections and suggestions, resulting in improved operational efficiency and client satisfaction.

### PROFILE

Experienced Quality Lead with a track record of success in driving quality assurance initiatives within the industry. Proven expertise in implementing efficient processes, conducting thorough audits, and delivering data-driven insights for continuous improvement. Adept at coaching and motivating teams to achieve exceptional performance and exceed client expectations.

### WORK EXPERIENCE

#### Training & Quality Lead

Technotask Business Solutions

2021 - Present

##### Quality Standards and Compliance:

- Establish quality standards, guidelines, and evaluation criteria
- Ensure compliance with client requirements and industry best practices
- Adhere to regulatory requirements and industry standards

##### Quality Monitoring and Improvement:

- Oversee the quality monitoring process conducted by Quality Analysts
- Monitoring the performance by gathering relevant data producing strategical report
- Provide timely and constructive feedback to agents and support improvement plans
- Collaborate with stakeholders to identify areas for process enhancement

##### Data Analysis and Reporting:

- Analyze quality data and trends
- Prepare regular quality reports for management
- Share insights to support decision-making
- Identifying the process gaps to minimize the defect ratio

##### Team Leadership and Management:

- Handling a Team of 10 QA's PAN India and LOBs
- Provide guidance, support, and mentorship to ensure a cohesive and motivated team
- Track team performance metrics and identify areas for improvement

##### Training and Development:

- Identify training needs for the team members
- BQM and TNI management
- Support professional development through coaching and training programs

##### Cross-Functional Collaboration:

- Collaborate with other departments (Operations and Clients) to align efforts with business objectives

##### Resource Allocation:

- Allocate trainers and Quality Analysts effectively based on project needs.

#### Quality Executive (PCF Executive)

2018 - 2019

#### Quality Auditor

2019 - 2020

#### Senior Quality Auditor

2020 - 2021

**ZHL Ltd, Ziqitza Health Care**

- Documentation and Filing and maintaining attendance of the entire District (M.P).
- Finding problematic areas which are impacting the Company's business.
- Investigated and identified quality issues to uncover root causes and explore potential corrective actions. Analyzing Data and publishing reports
- Dealing with legal obligations and Complaint resolving raised on CM helpline against organization.
- Case Investigation and Negative News resolving.
- National Health Ministry Obligations resolving.
- Handover of Legal Documentations to the Third Party.
- Auditing and validating the performance of the Team.(RTM ,CDC, SNCU,PCF)
- Delivering Feedbacks to the Low performers.