

# Sumit Kumar Dubey

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Jharkhand

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## QUALITY SPECIALIST

To explore the different probable opportunities as a Front End Developer not just because of my interest in it but also because of my willingness to contribute to this field being a Web Developer by giving outstanding performances and thereby advancing my career.

## EDUCATION

**Electronics and Electrical, Bachelor of Engineering / Bachelor of Technology, Completed, May 2017**

National Institute of Science and Technology  
BPUT — Marks 7.2 [CGPA], Division I  
Berhampur, Odisha

**Intermediate, Completed, March 2013**

Gulmohur High School  
ICSE — Marks 88%, Division I  
Jamshedpur, Jharkhand

**High School, Completed, March 2011**

Gulmohur High School  
ICSE — Marks 90%  
Jamshedpur, Jharkhand

## WORK EXPERIENCE

September 2017 - Current

**QUALITY SPECIALIST**

Concentrix Daksh Services India Pvt Ltd

*Hyderabad  
Telangana*

- Perform regular audits on daily video transactions being processed by the team and prepare weekly and monthly audit reports and analysis along with the Quality Scores.
- Attend bi-weekly calls with the client and get updates on the policy and cascade it to the teams.
- Prepare the deck for WBR and MBR for two different workflows on the basis of team performance.
- Working in Quality Specific Queue for external Audits being performed by the client.
- Take care of the Error Escalations received externally giving feedback on every individual error.
- Sampling of Audit data, updating and maintaining the Evaluator Dashboard.

## AWARDS & HONORS

- Spearheaded an initiative to decrease the incubation phase of the new admin aligned to the process, resulting in an overall increase of team accuracy.
- Established a personalized approach to manage the BQs resulting in an outstanding growth in individual Quality.
- Joined as an Associate, promoted to Senior Associate within three months and ultimately to Quality Analyst within six months.
- Served as a Trainer for two new batches and trained them on the process.
- Rising Star of the Month Award
- Created Evaluator Dashboard for tracking Audit Completion, Quality Scores and Audit Mechanism

## SKILLS

### SKILLS

- HTML/CSS
- Bootstrap
- JavaScript
- React
- Redux
- JSON, API, AJAX,
- Spreadsheet/Excel
- Quality Tools
- Google Slides

### PROJECTS

1. The Travel Banjara - A SPA built with React, Redux, JavaScript, Axios for the venture The Travel Banjara which is a camping venture.

Link to Website : <https://travel-banjara-queries.firebaseio.com/>

GitHub : <https://github.com/dubeysumit21/travelbanjara>

2. DoctorApp : A SPA build with React which can be used to book appointments with doctors online.

Link to Website : <https://doctor-4793.firebaseio.com/> GitHub : <https://github.com/dubeysumit21/the-doctor-app>

3. login-logout page : An SPA created using React/Redux. Option to create account using email and login. Content of the page visible only when user is logged in.

Link to Website: <https://login-logout-6966f.web.app/> GitHub : <https://github.com/dubeysumit21/login-logout>

4. shoppingCart : A shopping cart build using React on codepen.io

Options to add items to cart and remove selections from cart itself.

Link to Website: <https://codepen.io/sumitdubey1234/full/YgMZVV>

### USEFUL LINKS :

CodePen : <https://codepen.io/dashboard/>

GitHub : <https://github.com/dubeys>

## PERSONAL INTERESTS

- Painting
- Travelling
- Photography

## PERSONAL INFORMATION

Birthday: February 21, 1995

Gender: Male

Marital Status: Single

Nationality: India