YALINI T

Email: yalinirangasamy@gmail.com
Mobile: +91 9659536613

PROFESSIONAL OBJECTIVES

A Challenging Career that will enable me to exhibit my technical and professional skills for organizational & individual growth.

WORKING EXPERIENCE:

Overall experience till date: 6 Years 4 Months
Designation: Quality Analyst
Organization: Pretium Enterprises, Bangalore
Duration: 2022 December to till date.

Past Experience:

Designation: Quality Analyst
Organization: Visionet Systems Inc, Bangalore
Duration: From December 2019 to December 2022

Designation: Process Executive
Organization: Cognizant Technologies Solutions, Coimbatore
Duration: From August 2016 to April 2019

Roles and Responsibilities: Pretium Enterprises

- Process – Rental Operation-Quality Analyst
- Renovation stages on-boarding and delivering the home to the Customer.
- Creation of SOP's and checklist process.
- Investigate and inspect before the renovation starts with due diligence delivery team.
- Performed Time and Motion study.
- Rental Operation process from the various stages of renovation from the scratch.
- Handling operations team and submitting feedbacks regarding any deviations in the process.
- Daily Reports on Quality Deviations, Delivery-stages of completion, Feedbacks.
- Scoring Operations based on the errors and sharing reports.
- Based on checklist and requirement will evaluate the process and submit reviews.
- Maintain quality threshold for betterment of the team.
- Recommend, Implement, and Monitor preventative and corrective actions to ensure that quality assurance standards are achieved.
- Identify and remediate defects within the production process.

Roles and responsibilities: Visionet systems Inc., Bangalore (From December 2019 to December 2022)

- My roles involved in process alignments, Auditing.
- Generating quality reports based on the daily audits in post-closing.
- Created monthly executive reports after each review cycle with root cause analysis and recommendations for process improvements.
- Review loans to verify all required documents are present.

- Examine note, mortgage and/or other documents for compliance and accuracy.
- Working on the Time and Motion studies and generating reports based on the analysis.
- Conducting training on the work pattern to improvise the quality.
- Identified process inefficiencies through gap analysis, streamlined process as per client requirement.
- Performed quality check and production as per the agreed Quality check parameters.
- Working on the automation concepts.
- Conducting calibration sessions internally as per the agreed SLA fetch.
- Working on the sampling methods.
- Identify process improvements wherever necessary to overall improve the efficiency.
- Work closely with Ops/Delivery team members to meet their Quality targets.
- Conducting trainings internally daily/weekly/monthly with the Operation team members on the corrective and preventive action plans to meet and maintain target, quality, and SLA's.

Past experience: Cognizant Technologies Solutions, Coimbatore (August 2016 to April 2019)

Roles and responsibilities:

- Process undergone – Rejects, Edits, Foreclosure records, Data Entry, Loan process based on the application, Quality Checks, Web- Keying documents
- The job responsibility is to maintain clean error free files in client application based on Mortgage loan and Foreclosure records.
- Responsible for Pre-Production and Post-Production Works, helping customer to improve their experience with the service provider and solving their multiple level of issues.
- Delivering satisfactory and quality outputs within time.
- Resolved Issues Raised by Client through the Client data application.
- Reviewed the Cognizant transmitted data files through the Client application.
- Quality Analyst for the Client Vendor files.

EDUCATION:

Bachelor of Computer Application from Bharathiyar University with 78% (2013-2016)

ACHIEVEMENTS

- Won Spotlight award for best performance during Sep'17 and Mar'18.
- Best performer for the year of 2019.

DECLARATION

I hereby declare that all the above given information is true and correct to the best of my knowledge and belief. I promise you if I am appointed in your concern, I shall try my best to discharge my duties satisfactorily.

Place: Bangalore

Date: **(Yalini T)**