



Keziah Clarin S

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Objective

To secure a challenging position and work for the welfare of the organisation while expanding my skills and knowledge.

Experience

- Movate (formerly known as CSS Corp)** 10/12/2020 - 02-08-2023
Quality Analyst (Senior Associate)
Started the career as a Tech support engineer and promoted to Quality. Handled 5 ITES based projects including cross platform and networking. Ensure the business requirement is met by achieving targets and suggesting new and improved ways to enhance the process.

Skills

- Planning and implementing strategies for Quality Management
- Good knowledge of Six Sigma methodology and QC (RCA tools) and techniques
- Excellent Analytical skills with the ability to understand technical specifications and analyse log files
- Good knowledge to lead audits and auditing skills
- Data management and Reporting skills
- Good knowledge of customer needs and expectations regarding function, customer friendliness and critical to quality
- Customer Handling skills both Voice and Non Voice Process
- Excellent Written and Verbal Communication Skills in English
- Process Excellence
- People Excellence
- Customer Management

Projects

- **Roku**
Worked as a Technical support Engineer on a project called "Roku" handled customers through email, chat, and voice.
Worked as a support to guide the new joiners in terms of product and process knowledge. Helped the operations team in clearing the backlogs and meeting the Client's requirement.
Handled Business to Business transactions as a Senior Engineer in the same project.
- **Parallels**
Worked as a Quality Analyst in the project called "Parallels" by developing evaluation programs, monitoring the changing trends, and drawing feedback to improve both the process and communication skills of the agents. Improved quality of maintenance by introducing new training programs as a part of self-coaching and motivation for the agents.
- **Rhapsody**
Audited cases and generated weekly and monthly reports based on the monitoring data using Excel and presented them as PowerPoint presentations.
- **Blastworks**
Ensured quality to maintained as per the Client's requirement.
- **Arris**
Working to improve the quality standards based on the requirements

Achievements & Awards

- Received Hi Flyer award in recognition of excellent contribution towards the organization

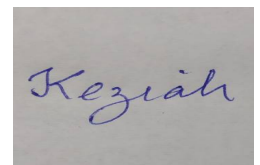
- Recognised by the management for the excellent performance at the project(Arris) and the ability to work and manage without intervention though with internal and external stake holders.
- Represented the Roku Operations team during the Client's Product and Process meeting and provided valuable feedback
- Received repeated Client appreciations for the improvement in terms of Quality of Performance in the project (Parallels)

Education

- **Bharathiar University** Currently pursuing
MBA HR
- **Jansons Institute of Technology, Anna University** 2016-2020
BE/ECE
7.46
- **Stanes A.I Higher Secondary School** 2015-2016
Higher Secondary Board Examination
72%
- **Stanes A.I Higher Secondary School** 2013-2014
Secondary Board Examination
96%

Declaration

- I solemnly declare the information mentioned herein is true and correct to the best of my beliefs.

A square image showing a handwritten signature in blue ink that reads "Keziah".

KEZIAH CLARIN S