

ABOUT ME

As a highly driven Quality Analyst with a track record of improving process quality and accessibility, I've developed and implemented a number of process improvement ideas that have boosted the quality for the process. I have an overall experience of 4+ years with 2+ years of experience as Quality Analyst.

In addition, I have been leading a team and spearheaded the SLAs along with the process quality by maintaining the TAT.

PROFESSIONAL EXPERIENCE

1. Quality Analyst

- **Organization** : Wipro Pvt Ltd
- **Duration** : 25 months
- **Timeline** : Sep - 2021 to Till Date
- **Job Description**

As a Process Quality Analyst I was responsible and owned the below action items

- Working/Extracting raw data from the Quality Dashboards for feedbacks and analysis
- Performing quality sample audit and tracking the team quality on a weekly basis
- Sharing Error feedbacks with the quality defaulters
- I was also responsible to drive the SLAs
- Framing and implementation mitigation/ quality improvement plans / process improvement plan for the Bottom Quartile performers
- Performing quality analysis / AHT analysis to understand the current pulse of the workflows

2. Process Associate

- **Organization** : Wipro Pvt Ltd
- **Duration** : 25 months
- **Timeline** : Aug - 2019 to Sep - 2021
- **Job Description**

As a process associate, my responsibilities were to categorize different e-commerce merchants who are willing to get onboarded on a Google Shopping Platform as a legit merchant or an illicit merchant based on the set of enforcement guidelines framed by the clients.

ACADEMIC QUALIFICATION

Class / Degree	Name of the Institute	Year of Passing	Percentage / GPA
B.Tech - ECE	Sreyas Institute of Engineering and Technology	2015 - 2019	65.00%
XII	Sri Gayatri Junior College	2013 - 2015	91.00%
X	Sri Rama Vidhyanikethan High School	2013	9.7

HARD SKILLS

- Good knowledge on Microsoft Word & Microsoft Excel
- Data Analysis as a Quality Analyst
- LEAN Certified

SOFT SKILLS

- Decision Making
- Team Player
- Multi-Tasking
- Task prioritization based on priority
- Good Feedback giving skills

ACHIEVEMENTS

- Has been awarded as a Best Employee for 2022
- Selected twice as a Spotlight Performer in the Quality Assurance domain

INTERESTS

- Dancing
- Music

LANGUAGES KNOWN

- English
- Hindi
- Telugu

PERSONAL INFORMATION

- **Father's Name** : Sandhi Ramana Reddy
- **Mother's Name** : Sandhi Sunitha
- **Date of Birth** : 1st July - 1997
- **Gender** : Female
- **Current Address** : Plot No : 301 , Aibala Residency,
Shilpa Nagar , Nagaram, ECIL
Hyderabad - 500083

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.