

Sarika B

Quality Analyst

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JC Nagar, Bangalore - 560086

9611445784

sarikabaali1994@gmail.com

Summary

I'm an ambitious aspirant. Holding over all 6 years work experience in the BPO sector. And majorly holding 5 years of experience in quality field.

Holding sound knowledge in QA methodology with a proven history of reducing errors to increase quality. Proficient in preparing test cases, plans and scripts. Dedicated to analyzing and resolving defects.

looking forward to a wonderful opportunity to utilize my long way experience and skills as per stakeholders' requirements.

Skills

- Certified Typewriter - Senior
 - Excellent verbal, written and interpersonal communication skills
 - Ability to utilize MS applications
 - Strong Analytical, problem solving and decision-making skills
 - Hugely make myself to work under pressure
 - Flexible enough to accept and adopt any necessary change in work atmosphere
 - Holding very good hands-on time and people management
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Experience

iNurture Pvt Ltd, VasanthNagar- Quality Analyst

(May - 2023 - PRESENT)

- 100% audits of Sales Calls.
- 100% audits of Sales Rejection leads
- Responsible for doing product and process training, quality induction for new joiners.
- Internal and External calibrations.
- Regular feedbacks for fatal parameters, AOIs addressed in weekly feedback sessions
- RCA, FCR observations as per management requirements
- Taking care of certifications.
- Part of refresher training, conducting PKTs.

Rupeek Fintech Pvt Ltd, JP Nagar- Sr Quality Analyst

(Dec-2020 - Sep - 2022)

- Regular call audits (Inbound and Outbound) and Web Chats.
- (More prioritizing on lead cancellations and Customer complaint calls on support with rebuttals)

- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Regular sessions focusing on deficient associates with refresher training, mock call session, RCA, increase in sample audits.
- Evaluating the progress and way to progress by conducting Call calibrations, sessions on rebuttals and
- Recorded findings of inspection process, collaborating with quality team to implement corrective actions. Working on various projects as per client and stakeholder requirements.

Sightsavers India - Quality Analyst

(May - 2018 - Dec - 2020)

- Regular call audits, Field Audits, Mail audits.
- Regular catch-up with associates by conducting sessions on - refreshers, objection handling skills, mock call sessions, quality inductions etc.
- Publishing reports with respective stakeholders. (Calibration report, dashboard, MOMs)
- Conducting live feedback sessions, conducting skill development activities among associates as per process requirements.

(June 2017 - May 2018)

Started career in Sightsavers India as Senior relationship manager taking care of all inbound queries and fixing appointments to donors' project meetings. Was taking care of all sorts of complaints and queries raised in toll free desks.

Education

MLACW / B.com

March 2014 - May - 2017, Bengaluru

Perceived my Master in B.com (specialization on Finance and Taxation) 85% scoring.

NICT / Diploma

Nov - 2016 - June 2017, Bengaluru

Perceived my Diploma in Advanced Accountancy 82% scoring.

Languages good at

English, Hindi, Kannada, Tamil and Telugu.

Interests and Hobbies

A multipotentiality

I'm more interested in cooking food and experimenting with new dishes

Love to sketch landscapes, any portraits which make me feel interesting.

Good at carom, table tennis and chess.

Personal Details:

NAME:	Sarika B
GENDER:	Female
DOB:	12-11-1994
MATERNAL STATUS:	Unmarried
NATIONALITY:	Indian

THANK YOU!