

BEKKEM RAMYA

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SENIOR QUALITY ANALYST

PROFESSIONAL PROFILE

As an experienced senior quality analyst, I have demonstrated success in implementing quality control measures, improving process efficiency by adherence to company standards. Key skill to identify areas of improvement to enhance overall product service. Expert in providing customer centric logics which benefits the product.

SKILLS

Key Skills: MS Office, Excel, WINDOWS 7/8/10, MS Outlook, Amazon Work Space, Nice Nexidia Tool, purecloud, Jira Tool, Power Point, Google Docs.
Soft Skills: Communication, Comprehensive, Leadership, Team building
Typing speed: 50WPM

WORK EXPERIENCE

WIPRO LIMITED | Senior Quality Analyst
Hyderabad | September 2021 – August 2023

- Audited the contacts that were resolved by the associates to help in correcting business markdowns as well as for customer satisfaction
- Excellently organized calibration sessions for proper resolution alignments
- Expert in giving business developing and customer centric insights
- Received appreciation for the best quality for many months
- Raised 22 insights in one go
- Handling multiple businesses. Trained new employees
- Good at bringing 100% Quality even after cross skilled on 3 to 4 businesses
- Worked first level scrubbing on data for business analysis projects

EDUCATION

Nalla Malla Reddy Institute of Engineering College | Hyderabad

Bachelor of Technology (B.Tech)

Electronics and Communication Engineering (ECE)

May 2017 – July 2021

Aggregate: 62%

Narayana Junior College | Hyderabad

Board of Intermediate Education Maths, Physics and Chemistry (MPC)

June 2015 – April 2017

Aggregate: 92%

ST. Stephens Grammar High School | Hyderabad

Board of Secondary Education

April 2014 – May 2015

Aggregate: 7.5

INTERPERSONAL SKILLS

- Hard Working
- Business Analysis
- Coaching agents
- Training New Hires
- Excellent Communication

INTEREST

- Interested in business analysis and provide insights to help business quality
- Always up for learning new things

PERSONAL DETAILS

- DOB: 17th July, 1999
- Mother Tongue: Telugu
- Marital Status: Single

LANGUAGES

- English
- Hindi
- Telugu

Declaration:

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

Date:

Place: Hyderabad

(B. Ramya)