Sangavi G

Email ID: sangavi151@gmail.com

Quality Analyst - Sales/Operations

Contact No: 8248539253

Summary:

Highly skilled and detail-oriented Quality Analyst with 5 years of experience in evaluating customer interactions and ensuring exceptional service delivery. Proficient in conducting comprehensive call audits, identifying training needs, and implementing process improvements to enhance overall customer satisfaction. Demonstrated expertise in analyzing call data and producing actionable reports to drive operational efficiency and quality standards. Adept at collaborating with cross-functional teams to maintain compliance with company policies and industry regulations. Seeking to leverage my expertise and passion for delivering top-notch customer experiences in a dynamic and growth-oriented organization

EXPERIENCE:

21k-Online school (Mind reflex Technologies pvt ltd) - Quality Analyst

July 2022 – August 2023

- Conducted thorough evaluations of recorded calls or live barging to assess agent performance, adherence to scripts and overall call quality
- Review email and chat conversations between agents and customers to assess the quality of responses, adherence to guidelines
- Analyze key performance indicators (KPIs) such as average handling time, first call resolution, and quality scores etc.,
- Identified trends, patterns, and areas for improvement based on call data analysis and provided actionable feedback to agents and supervisors
- Collaborated with training and coaching teams to design and deliver targeted training programs to address performance gaps.
- Led calibration sessions with supervisors and team members to ensure consistency in evaluating agent performance.
- Prepared and presented regular reports to management outlining key performance metrics and improvement recommendations
- Providing ON JOB TRAINING - QUALITY & Conducting Mock test and certifying the agent

SKILLS :

- Customer Service Excellence
- Operational Analysis
- Performance Evaluation & Process Improvement
- Training and Coaching
- Problem Solving
- Communication Skills
- CRM Application, Lead Square software
- Microsoft Office
- Call Quality Assessment

AWARDS & ACHIEVEMENTS :

Recognition for **PIP Improvement -** Received recognition from management for exceptional efforts in supporting agents on PIP

Recognized for Outstanding Performance award for 2 consecutive quarters

Developed a **comprehensive call quality assessment framework** that was adopted company-wide

Awarded as **Accolade Bronze in Quality and Productivity**

Skill- lync - Quality Analyst

Nov 2021 - June 2022

- Monitoring and evaluating the call standard by analyzing in bound andoutbound call
- Tracking call results and conducting trend analysis based on results of Monitored calls and improved quality and training needs.
- Providing ON JOB TRAINING - QUALITY & Conducting Mock test and certifying the agent
- Worked closely with team leaders and training team to provide real-time feedback and coaching to agents, fostering continuous improvement and adherence to quality standards along with TNI reports
- Responsible for conducting root cause analysis, and creating standard operating procedures to improve quality operational processes

Bharath Matrimony.com - Senior Quality Analyst

April 2018 - Oct 2021

- Monitoring and evaluating Agent calls (Recorded and Live Barging)
- Quality Coaching and Training for the service executives and measure the efficacy on a daily basis
- Vendor Onboarding - Verifying vendors documents (KYC) and onboarding, respectively
- Lead Validation and Assignment
- Actively perform process hygiene audits on customer and vendor(KYC)
- Performing background verification for customer and Vendors
- Delivering customer feedback & vendor feedback in a timely manner
- Health Check-up calls with customers and vendors
- Reports Handling

Quattro Processing Services Pvt. Ltd - Fraud Analyst

Sep 2016 - July 2017

- Monitor and analyze transactions, accounts, and activities for signs of potential fraud. Investigate suspicious patterns, behaviors, or anomalies in financial or customer data to identify fraudulent activities
- Identifying the disputed transactions as fraud or non-fraud based on customer spending pattern, last disputed transaction, ERBE, etc
- Manage and process chargebacks and disputes related to fraudulent transactions.
- Utilize data analysis tools and techniques to identify emerging fraudtrends and patterns
- Designed and implemented a fraud prevention process and safeguarded a lot ofcompany assets.
- Continuously review and improve fraud prevention processes and strategies based on emerging threats and changing business needs.
- Identified and resolved issues affecting the bank's ongoing operations

Atos India Pvt Ltd - Banking Officer

Feb 2015 - July 2016

- Processing Sales, Payments, change of address (COR) and dealing with account related queries of customers.
- Dealing with savings & investments of the account holders
- Verifying customer database and modifying the same if requires
- Maintaining the Primary Visual Display Board.
- Organizing Daily Work Group Meeting Queue
- Assisting process expert in query
- Solving sales related queries
- Data Entry

EDUCATION:

B.COM GENERAL - St. Joseph's College, Madras University

Jun 2011 - Apr 2014.

PERSONAL DETAILS:

DOB: 05/05/1994
Gender: Female

SANGAVI G