

Yashaswini Bai B

Sr. Quality Analyst

❖ Professional Summary

To succeed in an environment of growth and excellence and earn a job which provide a job satisfaction and self-development & help me to achieve self & organisational goals.

❖ Work History

Nov'21
To
Present

Sr. Quality Analyst
MEDIASSIST TPA PVT LTD, Bangalore, Karnataka

- Provided regular updates to team leadership on quality metrics by communicating consistency problems & production deficiencies.
- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Analysed quality and performance data to support operational decision-making.
- Auditing / Monitoring internal quality audits and assessed results to inform corrective action measures.
- Participated in call calibrations & Call listening session & meetings to establish short- and long-term strategy.

Apr'21
To
Nov'21

Sr. Quality Analyst
Bharatmatrimony.com, Bangalore, Karnataka

- Call quality evaluation
- Call calibration & monitoring
- Utilization of technology
- Training & Coaching
- Brain storming
- Conduct and evaluate customer feedback surveys
- Handling different campaigns such as fresh & renewal

July'19
To
Apr'21

Quality Analyst
IndianMoney.com, Bangalore, Karnataka

- Training & Development
- Centre SPOC for Quality & Training
- Handling B2B, B2C campaigns
- Addressing customer/internal queries
- Call auditing and monitoring
- QC- Call evaluation
- Data analytics such as RCA, ACPT & 7 QC tools

Contact

Address:

#543, 1st cross, Nagendra Block, Near PES College, Bangalore, Karnataka-560050
Phone: + 91-6363044020
E-mail: yashaswinirao17@gmail.com

Skills

- ❖ MS Office Packages
- ❖ Good Leadership
- ❖ Proficient in Communication
- ❖ QC Tools
- ❖ Team Building
- ❖ Data Analytics/ Digital Marketing
- ❖ Training & Mentoring
- ❖ Operating Systems

Languages

- ❖ English
- ❖ Marathi
- ❖ Kannada
- ❖ Telugu
- ❖ Tamil
- ❖ Hindi

Personal Strengths

- ❖ Self-Motivator
- ❖ Good Leadership Skill
- ❖ Team Player
- ❖ Handling Work With Patience

Hobbies & Interests

- ❖ Surfing Internet
- ❖ Reading Books
- ❖ Listening Songs

❖ Education

2016
To
2019

B.com: Bachelor of Commerce
SN BHAT Degree college, Bangalore University

❖ Achievements

- Awarded as a best quality analyst & best team player
- Handled different forms of work such as quality, training & development
- Appreciated by manager for contributing highest no. of process initiatives
- My team secured 1st prize in PAN India level sales contest along with 92% of CQ-Score

THANK YOU