**Resume**

**NAJMA MUKADAM**

E-803,GK Silverland Residency,

Mumbai Pune highway, behind Sentosha Resort,

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**QUALITY ANALYST**- **OPERATIONS/ TECHNICAL SUPPORT**

**Summary**

A Highly motivated, focused and disciplined Professional with 8 Years of Experience as Quality Analyst and Technical Support. Committed to continuous improvement and recognized for consistently exceeding expectations. Fast learner with the ability to solve complex problems quickly and efficiently in order to ensure companies are operating to the best of their abilities.

**Core Strenth and Expertise:**

* 7 QC Tools Pareto Analysis Certified Green Belt Fishbone
* Call/Chat/Email Audit Six Sigma Quality Analysis Quality Audit
* Process Excellence Quality Assurance

**Professional Experience**:

1. Quality Analyst:

* Working with India’s renowned Ed Tech “WhiteHat Jr” as a Sr. Quality Analyst.
* Work closely with various departments to perform and validate test cases bases on quality requirements, and recommend changes to predetermine quality guidelines.
* Ensuring that the end product meets the minimum quality standards, is fully functional and user friendly.
* Taking team hurdles and discuss process updates on regular basis.
* Conducting online test related to process updates for the team members on monthly basis.
* Ensuring that agents provide quality service in line with organizational objectives. Enhance the quality of service to customers and improve close rates.
* Conduct regular audits of the team on weekly basis.
* Maintain working knowledge of quality standards.
* Develop and perform quality test processes.
* Make recommendations for repairing defects.
* Create, review and refine user experience documents.
* Audit the auditors ie call, email or chat, fill the evaluation form used to capture the information.
* Conducting **Time and Motion Study**.
* **Deep-check** to understand the process knowledge in the department.
* **Live Monitoring** and **Real-time Feedback**.
* **Weekly Review** with Agents along with TLs and Managers.
* **Calibration** within department and cross-department.
* **Training** the agent on the new SOP.
* Conducting **Q & A session**.
* 7 QC Tools
* Updating Review deck weekly basis and worked on many projects along with my manager.

2. Technical Support:

* Worked with Wipro Limited where i joined as a Technical support and was further promoted as “Quality Analyst” within a span of 3 months.
* Identify and resolve the technical issues probably within a span of 5 to10 minutes.
* Taking ownership of the case and ensuring customer satisfaction as our motto.
* Setting up system using Remote Desktop connection like AnyDesk, TeamViewer.
* Fixing software and Drivers on clients systems.
* Fixing issues in Device Manager and External Devices.
* Understanding Operating Systems like Windows 7,8,10.
* Understanding of settings and Control Panel options.
* Answer the technical and service related question related with the product.
* Understanding Latest Privacy Settings and Access control in devices.
* Troubleshooting Network and Internal issues for clients.
* Maintaining call Logs for the clients.

3. Technical Associate:

* Worked with India’s Number 1 Telecomm “Vodafone/Reliance Jio” as a Technical Support/ Sr. Tech Support.
* Troubleshoot and log issues reported by end user clients (internal and external) in the form of calls, Chats, and email.
* Troubleshooting Network and Internal issues for clients.
* Identify and resolve the technical issues probably within a span of 5 to 7 minutes.
* Understanding Latest Privacy Settings and Access control in devices.
* Answer the technical and service related question related with the product.
* Taking ownership of the case and ensuring customer satisfaction as our motto.

**Work Experience:**

**1. WhiteHat Jr**

Designation : Sr. Quality Analyst – Process Excellence & Quality

Period: March, 2020 till date.

**2. Wipro Limited**

Designation : Quality Analyst

Period: July, 2018 to January, 2020

**3. Reliance Jio Infocom, New Bombay.**

Designation : Sr.Tech Support

Period: Jan 2015 to Apr 2018

**4. Vodafone India, Mumbai.**

Designation: Technical Support

Period: May 2012 to Dec 2014.

**Technical certifications:**

**Crash course in MS OFFICE** from NIIT Centre, Mumbai.

**Educational Qualification:**

Master of Business Administration in HR from Mumbai with First Class in the year 2013.

Graduation in Commerce from Mumbai University in the year 2009.

**Personal Information:**

Date of birth: 18th October 1988

Nationality: Indian

**Passport details:**

Passport No.:- K1638946

Place of Issue: - Thane

**NAJMA MUKADAM**