**RESUME**

Aakanksha Tyagi

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PROFILE

In terms of results and objectives, I am enthusiastic, and I work with decisiveness and conviction. I have a proactive attitude and find positive ways to stimulate and engage with people.

OBJECTIVE

To achieve professional excellence with dedicated skills and target oriented performance in a manner of exhibiting both individual skills & competence.

EDUCATION

* Graduated in B.A Political Science (Honors), Gargi College, Delhi University (2014-2017)
* Senior Secondary from C.B.S.E in 2014

PROFESSIONAL EXPERIENCE

* Working as Quality Analyst in British Council (November 2022 till date)
  + Verifies Voice/Chat/Email/transactional quality by measuring each transaction
  + Analyze CSAT reports on daily basis and arrange corrective actions
  + Generate a daily QA and CSAT report for management review
  + Run improvement projects in quality control area and demonstrate quality excellence
  + Monitor audits as an external auditor in the Global Team and generate weekly reports.
* Promoted as Quality Analyst (September 2020 – October 2022)
  + Coaching & feedback to agents
  + Voice, chat, email, transactional monitoring
  + Weekly & monthly reporting to team leads & to senior managers for process led defect analysis
  + Streamlining & transitioning of new processes from onshore & vendors
  + Process mapping for projects
  + Control & governance of projects
* Process Advisor in British Telecom (March 2019 – August 2020)
* Process Executive in Cognizant Technology Solutions (November 2017 to June 2018)
* Certification in CBQA Training Course

Extracurricular Activities

* Participated in Leaders for Tomorrow’s Annual Festival as Volunteer
* Taught Political Science at Adarsh Public School, Indirapuram as Volunteer

Skills

* Planning, Organizing, Self-Motivated, Time-Management, A good learner
* Languages: Hindi and English
* Working knowledge of Excel, PowerPoint