

TEJAS BORGHARKAR

QA Analyst

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Summary

Accomplished professional with a diverse background in operations, hospitality, and administration. Proven ability to apply strong organizational and administrative skills to ensure efficient workflows and maintain high standards of quality. A quick learner with a growth mindset, adept at problem-solving, team leadership, and effective communication. Seeking to leverage a blend of administrative expertise and a detail-oriented approach to contribute to a dynamic operations or back-office role.

Experience

Idfy

Executive QA Operations- Court Check

04/2025 - Present

Asia's leading TrustStack with enterprise-grade KYC, KYB, BGV, Risk Mitigation, Digital Onboarding and Privacy solutions.

- Conducting thorough quality assurance reviews of flagged cases, cross-referencing court records and other sources to re-evaluate inconclusive results and ensure accurate identification of all critical "red cases." Maintaining strong record of QA reviews for approx 200-300 cases daily.
- Performing in-depth investigative analysis on discrepancies, validating findings and ensuring strict adherence to Standard Operating Procedures (SOPs) and company guidelines.
- Maintaining high standards of accuracy and compliance with legal and ethical standards by meticulously documenting findings for each case reviewed. Also ensuring TAT is maintained at max 30 mins depending on the severity of cases.
- Communicating effectively with the operations team to clarify ambiguities and resolve discrepancies, contributing to a more precise and efficient workflow.
- Providing constructive feedback and detailed reports to the operations team to minimize errors in the initial evaluation process, enhancing overall team performance by 20% on monthly basis.

Integreon

Non-Voice Process (Emails) (SFMC Operator)

07/2024 - 12/2024

A global provider of legal, documentation, and business services

- Worked as SFMC operator in Email Process
- Production of Emails, Banners, PowerPoint Presentations, Word Templates for global clients
- Created tailor-made but automated email drafts and banners for the client according to their requirements and instructions
- Helped to deploy the designated email to all the stakeholders as per mentioned by the client in the specific distribution lists
- Maintained Quality-control check to ensure the emails, banners and presentation is error-free

Cricket Club of India

Team lead (Commis 2) Cold Kitchen

10/2022 - 03/2024

A prestigious club known for its hospitality and culinary services for Cricket Enthusiast.

- Managing a team of junior chefs working under the department
- Ensuring handover process and closing of the department in time
- Making sure that adequate amount of food (Party Orders) is prepared along with ala carte orders and no wastage of food in department is done
- Timely reporting to Sous Chef and giving report of the department as and when required
- Knowledge transfers to trainees and junior chefs

British Brewing Company

Industrial Trainee

12/2021 - 01/2021

A company focused on quality brewing and culinary experiences.

- Responsible for preparing all the Mis-en-place (Pre-preparation of Raw materials used for cooking) before the day-to-day operations
- Responsible for making appetizers (Entrée-based meals)
- Responsibility of daily stock management of the kitchen and ensuring no raw material goes out of stock/bad in quality

Shree Sai Insurance

Back-Office Executive

02/2018 - 10/2018






An insurance firm providing various financial services.

- Data entry and basic MIS reporting of regular cliental base
- Done LIC payments of the clients
- Prepared PPTs and reports based on management for the manager

Education

Sheila Raheja Institute of Hotel Management	Mumbai
Bachelor of Arts (Culinary Arts)	09/2019 - 04/2022
Mumbai University	Mumbai
Bachelor of Arts (Hindi Literature)	09/2015 - 04/2018
Maharashtra State Board of Secondary and Higher Secondary Education	06/2013 - 06/2015
Higher Secondary Examination (HSC)	
Maharashtra State Board of Secondary and Higher Secondary Education	06/2013 - 06/2013
Secondary Examination (SSC)	

Key Achievements

 Client Relationship Building Brought in clients while working at the Insurance firm and building trust so as their work gets done at the correct pace	 Team Leadership in Culinary Arts Successfully handling a team of Junior Chefs and training them accurately, ensuring the taste and quality of the food stays intact	 Cost Efficiency Implementation Cost Saving measures applied post Quality check of food ingredients, thus helping save us around 25% of initial cost
 Timely Delivery of High-Value Orders Successfully completing Bulk and high-value orders and delivering the menu on time to the clients visiting the Hotel	 Team Training and Adaptation Helped to train the new joiners in the team and adapting to the fast-paced work within the 3 months' time-frame	

Languages

English Native ●●●●● Hindi Native ●●●●● Marathi Native ●●●●●

Skills

Microsoft Office · Microsoft Power Point · MIS Reporting · Gmail · Conflict Resolution · Confidentiality & Integrity · Attention to detail

Interests

 Photography Wild-Life Photography	 Event Planning Event Management
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