

Sangam Yadav

Quality Analyst

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PROFILE SUMMARY

Detail-oriented and performance-driven Quality Analyst with hands-on experience in the BPO industry, currently ensuring call, email, and compliance audits meet quality standards. Promoted from Customer Support Agent to QA due to strong analytical skills, keen attention to detail, and a consistent commitment to process improvement. Adept at identifying communication gaps, providing constructive feedback, and supporting agent development in soft skills such as tone, clarity, and customer handling. Passionate about learning, self-improvement, and bringing measurable impact to team performance. Skilled in documentation, time management, and using quality monitoring tools to drive continuous improvement.

SKILLS

PROFESSIONAL SKILLS

Quality Monitoring & Feedback | Process Improvement | Communication & Soft Skills Coaching | Training & Onboarding | Call Auditing | Compliance & Standards Adherence | Performance Analysis | Team Collaboration

TECHNICAL SKILLS

Microsoft Office 365 (Excel, Word, PowerPoint) | CRM Tools | Quality Monitoring Tools | Call Recording & Scoring Systems | HTML & CSS (Basic) | Data Reporting & Dashboards

WORK EXPERIENCE

Quality Analyst

CLOUDPOINT TECHNOLOGIES PVT. LTD. | NOIDA, UTTAR

PRADESH | SEP 2024 – JUL 2025

- As a Quality Analyst, my core responsibility is to audit inbound and outbound calls, emails, and other customer interactions to ensure adherence to quality standards, company policies, and client-specific compliance guidelines.
- I work closely with agents to provide constructive feedback based on call audits, focusing on key quality metrics such as accuracy, tone, professionalism, and adherence to scripts. My goal is to enhance overall customer experience and agent performance.
- In addition to quality monitoring, I am actively involved in delivering training sessions for multiple processes across different campaigns. I assist in onboarding new agents, providing process-specific training, sharing quality expectations, and conducting refresher training to help agents stay updated with any changes.

- I actively track performance trends and identify areas for improvement by analysing call patterns, recurring issues, and customer satisfaction metrics. Based on these insights, I collaborate with team leaders and trainers to refine scripts and coaching strategies.
- My responsibilities also include preparing and maintaining quality reports, leading call calibration sessions, and participating in team meetings to align quality benchmarks with client expectations and business goals.
- I am committed to promoting a culture of continuous improvement, helping agents strengthen their soft skills, product knowledge, and communication abilities. My role involves balancing compliance checks with agent development to ensure business efficiency and customer satisfaction.

CUSTOMER SUPPORT SPECIALIST

CLOUDPOINT TECHNOLOGIES PVT. LTD. | NOIDA, UTTAR

PRADESH | AUG 2023 – AUG 2024

- As a Customer Support Executive at CloudPoint Technologies Private Limited, my primary role revolves around assisting clients, particularly in the builder industry, with onboarding and ongoing support. Working within the Support and Implementation team, my focus is on leveraging cutting-edge AI technology provided by Builder.AI to enhance our customer service offerings.
- In my role, I am responsible for guiding clients through the onboarding process, ensuring a smooth transition onto the Builder.AI platform. This involves understanding their specific needs and requirements, providing training on how to use the platform effectively, and addressing any initial concerns or questions they may have.
- Once clients are onboarded, I continue to serve as their primary point of contact for ongoing support and assistance. This includes troubleshooting technical issues, answering inquiries about platform features and functionalities, and providing proactive guidance to optimize their usage of Builder.AI.
- Additionally, I play a key role in gathering feedback from clients and communicating their needs and suggestions to the development team at CloudPoint Technologies. By acting as a liaison between clients and our internal teams, I help ensure that Builder.AI continues to evolve and meet the evolving needs of our customers.
- Overall, my role as a Customer Support Executive at CloudPoint Technologies involves not only providing technical assistance but also fostering strong relationships with clients and contributing to the ongoing improvement of our products and services.

CUSTOMER SUPPORT SPECIALIST

Radiate E Services Pvt Ltd - Call Center Outsourcing |

NOIDA, UTTAR PRADESH | AUG 2022 – JUN 2023

- Handled daily inbound customer calls related to kitchen appliances such as chimneys, stoves, dishwashers, and more, addressing product-related concerns and service issues.
- Registered complaints and service requests accurately in the system, ensuring timely resolution and escalation when required.
- Provided clear product guidance, usage support, and troubleshooting assistance to enhance customer satisfaction.
- Promoted and sold AMC (Annual Maintenance Contracts) to customers, offering value-added services and ensuring long-term customer retention.
- Achieved a daily sales target of 10 AMCs by identifying customer needs and communicating benefits effectively.
- Maintained a customer-first approach while balancing quality, empathy, and efficiency in every interaction.

AUG 202 – JUN 2022

- Handled outbound collections campaigns for two separate processes—IDFC First Bank and Dhani—ensuring precision and clarity in each interaction.
- In the IDFC process, focused on recovering final EMIs from customers whose loans were nearly complete or already closed; emphasized the importance of timely repayment, clarified the outstanding dues, and secured commitments through persuasive communication.
- In the Dhani process, managed ongoing monthly EMI collections and associated late fees, using empathetic persuasion to encourage timely payments.
- Conducted clear and compliant outreach, explaining the importance of on-time EMI settlement, potential late fees, impact on credit scores, and consequences of default.
- Achieved daily collection targets by effectively negotiating and securing payments during calls.
- Meticulously logged payment details, promises, escalations, and call summaries in CRM for audit-ready records.
- Collaborated with QA and team leads to review call quality, refine recovery scripts, and align on compliance and performance benchmarks.

EDUCATION

HIGH SCHOOL DIPLOMA | Shri Krishna Inter Collage

AUG 2020 – AUG 2021

BACHELOR OF COMPUTER APPLICATION | Amity University Online

AUG 2025 – PURSUING

LANGUAGE

WRITING: Hindi and English

SPEAKING: Hindi and English