



R. GAYATHRI

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Quality Manager with 13 years in Process Quality Excellence. managing team of 10 resources, conducting internal audits, supported for ISO 9000 External Audit and CMMI Appraisals. Effectively driven process improvement initiatives continuously and consistently improve to quality and reduce and eliminate process quality. Successfully audits and maintains product accuracy and timely delivery resulting in customer satisfaction. Initiates quality-related SOP training and enforces procedural adherence.

CORE COMPETENCIES:

- ✓ Performing Quality Manager role for 2 Business Units with 1000+ resources and 300+ Mn USD. Participated & contributed in BU Weekly & monthly project reviews. Strategized and initiated Delivery Unit (DU) level weekly connect on focus on critical parameters which made a huge shift across all quality parameters and CSAT
- ✓ **Project Management:** Facilitating projects managers to maintain the right project artefacts across the project lifecycle phases from project kickoff till closure and highlighting the process gaps proactively and analyzing the project metrics trends to perform the RCA and arriving at Corrective Actions and Preventive Actions
- ✓ **Team Management:** Instrumental in building a strong quality team of 10+ members team from nascent stage including assessing, recruiting, grooming, guiding and leading the team towards reaching the org goals. Received commendations from multiple Delivery managers in effective project management.
- ✓ **Internal Audit:** Conducting QMS Internal Audit (ISO 9001 & ISO 20000) for project lifecycles, reporting the Observations in the Standard Audit Non-Compliance report. End-to-End Auditing of Projects ensuring the risks, efforts, BCP, project delivery, metrics & CSAT are compliance as per the org QMS. Facilitate Project Managers to conduct Kickoff & closure Meetings.
- ✓ **ITIL:** Implemented ITIL framework practices in Change Management using SWOT Analysis & streamlined the Change Request Life cycle workflow. Lead Monthly Service Governance Meetings to discuss on the Major Incidents RCA, Service Outage & SLA breach. Service Improvements are done in Incident/Service Request, Change & Problem Management.
- ✓ **Organization Initiatives:** Successfully lead multiple organization level initiatives: Performed Sentiment analysis for customer Satisfaction, RCA effectiveness improvement by revamping the existing process & RCA Templates, cresting Quality awards for Business Unit's by evaluating organization's critical parameters, revision of process Audit checkpoints across multiple project lifecycle.
- ✓ Acquired **ITIL V3 Foundation** Certification accredited by Peoplecert and Trained Six Sigma Black Belt from ASQ

Skills:

- Process Audit Standards ISO 9001:2015, ISO/IEC 20000 and CMMI V2.0
- Team Management, Project Management, Data Analysis
- Ticketing tool – BMC Remedy, Zoho ManageEngine ServiceDeskPlus & ServiceNow
- Document Management System Tools - SVN, SharePoint
- Data Analysis & Visualization– MS Excel, Tableau, Power BI, SQL
- Process Workflow: MS Visio.
- Bug Tracking Tool: Jira

Work Experience

As Quality Manager: Feb'2022 – Present, L&T Technology Services, Chennai

As Senior Quality Coordinator: Nov'2019 – Jan'2022, Wipro, Bangalore.

- Performing Quality Manager role for 2 Business Units with 1000+ resources and 300+ Mn USD. Participated & contributed in BU Weekly & monthly project reviews
- Managing a team from the nascent phase with mentoring the team members via training & ensuring the process is adhered as per organization Quality Management System
- Participating in Senior Management Review regularly to address the process gaps proactively to reduce the impact on project and implementing best practices by excluding the non-value adding activities in the projects.
- Streamlined the Operation Governance model by initiating the sample transactional Audit on regular basis to review the Quality of tickets/issues handled by the project Team members & participating in Internal & customer discussions.
- Performing root cause for the escalations, low customer feedback & working towards closure with CAPA.
- Performing Delivery Health Assessment to identify the process gaps & report to Delivery team with the impact & recommendation. Performed Process Quality Audits ISO 9001 and ISO 20000 standards for Projects on the major parameters like Project Management Plan, Risks, BCP Plan, effort calculation, service reviews, project delivery status & sorting out the project challenges.
- Driven continuous improvement projects using Lean Six Sigma to ensure minimal internal cost savings.

As Lead Executive – Quality: Jul'2015 – Aug'2017, Plintron Global Technologies Pvt. Ltd, Chennai.

As Quality Lead: Sep'08 – Jun'2015, Standard Chartered Global Business Services (GBS) Private Ltd., Chennai.

- **ITSM Audit:** Conducted audit for Incident, change and Problem management, identified process gaps and implemented
- Revamped **Change Management Process as per ITIL** Framework. Defined End-to-End Change lifecycle including process workflow, Roles & Responsibilities, CAB/eCAB Approval & Escalation Matrix.
- Performed Transactional process Audit by Validating the Incident, change & Problem Request samples and Published Key Performance Parameter Dashboard, Data Quality Non-Compliances, SLA Breach & Individual performance Scorecard.

EDUCATIONAL QUALIFICATION

- Master of Computer Application, 2012-2015 – Madras University (Distance Education).
- Bachelor's Degree in Computer Science, 2005-2008 - Anna Adarsh College for Women, Madras University, Chennai.
- Higher Secondary – 2005 - Jaigopal Garodia Matric Higher Sec School, Chennai
- SSLC – 2003 - CBSE Syllabus - SDC Vivekanda Vidhyalaya, Chennai.

Date of Birth: 26th April 1988
Nationality: Indian

Languages: English and Tamil
Passport: Yes

DECLARATION: I hereby declare that the above information's are true to my knowledge and it gets an opportunity in your esteemed concern, I will be much obliged and prove my talent as per your expectation

Chennai, India

R. Gayathri