

NIKITA ANDEZHATH

SUMMARY

I am a Business Management Studies graduate with 7 years of experience in the service industry. I am good at making detailed reports, I have excellent communication skills, basic analytical skills and a zest to learn and possess new skills. I started off from an associate position and got promoted as a Quality Analyst while growing and striving for my goal.

Seeking a job in a company where I can use my skills, learn new skills and help the company thrive.



EXPERIENCE

Trust and Safety Analyst, 03/2016 - 06/2023

Accenture - Navi Mumbai, India

- Joined Accenture as a Customer Service Associate in March 2016.
- Promoted to Quality Auditing Analyst in October 2017.
- Responsibilities:
 - Managed a team of 20 agents, overseeing their quality metrics (action and reason quality).
 - Ran projects and implemented initiatives to enhance quality and process improvement.
 - Conducted refresher sessions on policies and provided coaching and mentoring to agents.
 - Organized quizzes and gamifications to boost agents' performance.
 - Attended monthly client calls, presenting insights for process enhancement.
 - Created and published dashboard reports with weekly and monthly quality scores, error categories, impacted policies, and team-wise performance.

EDUCATION

Business Management Studies, 2016

Saket College of Arts, Science and Commerce - Kalyan, MH

I completed my graduation in Business Management Studies in Marketing from Saket College of Arts, Science and Commerce in the year 2016.

Commerce, 2011

G. D. Punjabi Junior College - Ulhasnagar, MH

SSC, 2009

Raje Shivaji English High School - Vitthalwadi, MH

CONTACT

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CORE QUALIFICATIONS

- Good communication skills
- Decent email etiquette
- Basic Excel reporting knowledge
- Basics of people management
- Basic Analytical Skills
- Coaching
- Mentoring

LANGUAGES

- Linguistic Proficiency – English and Hindi

DATE OF BIRTH

- 20th February 1994