

SACHIN G C

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SUMMARY

Quality Analyst with 5.5 years of experience at Accenture, skilled in analyzing weekly reports using Excel and PowerBI to extract insights and drive decisions. Proven expertise in developing statistical models for forecasting trends, conducting quality audits, and performing root cause analysis to enhance communication consistency across customer channels. Adept at managing multiple teams and delivering policy updates, RCA sessions, and feedback.

EXPERIENCE

Quality Analyst | Accenture

September 2021 - January 2024, Bangalore, India

- Analyze weekly reports using Excel and PowerBI to extract actionable insights and inform decision-making processes.
- Develop and implement statistical models to forecast weekly trends and weekly performance.
- Conduct Quality audits on weekly basis.
- Performing Root Cause Analysis and preventive actions for the errors done by team members.
- Improve consistency and quality of the communication of interactions across all customer channels.
- Handled multiple teams across the project and conducted sessions for policy updates, RCA and for providing feedbacks.

SME and Social Media Analyst | Accenture

August 2018 - August 2021, Bangalore, India

- Assisted senior quality analysts in weekly report creation and analyze weekly reports.
- Fulfill base productivity and quality requirements.
- Participated in team meetings to discuss project objectives, progress, and challenge.
- Understand and remain upto date with client policies and guidelines.
- Resolves enquiries according to defined policies and procedures.
- Analyze sensitive information which has been posted on social media platform in the form of text, images and videos and will help in removing those sensitive information from the social platform and keep it user friendly.

PROJECTS

Wolverine | Accenture

August 2018 - January 2024

- The project was related to content moderation where the associates has to watch the social media content like images, videos, text, and offsite pages and have to review it and ensure any bad contents such as drugs, alcohol, pornography etc. should not enter the social media platform

EDUCATION

Bachelor's of Engineering in Computer Science | VTU BELGAUM

BELGAUM, 2014

Pre-University Education | Sarvodaya Pre-University College

Tumkur, 2010

SKILLS

SQL(Intermediate) | PowerBi | Ms-Excel | SRT | Team Management | Reporting | Presentation Skills | Root Cause Analysis | Critical Thinking | Data Visualization | Problem Solving | Quality Audits | Coaching and Feedback