

Bikram Bauri

Quality Analyst || Customer Support|| ||Aspiring Data Analyst ||

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Portfolio - <https://thecoder0005.github.io/vicky/>

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Professional Summary: Experienced Quality Analyst with a strong background in call auditing, data analysis, and customer support. Proficient in Six Sigma methodologies, ensuring compliance with quality standards, and enhancing operational efficiency. Expert in root cause analysis (RCA) and quality control (QC) tools, driving continuous improvement initiatives. Skilled in Power BI for data visualization, transforming complex datasets into actionable insights. Committed to fostering a data-driven culture, improving customer satisfaction, and boosting overall business performance. Dedicated to excellence and data-driven innovation.

Education – English Honors from Banwarilal Bhalotia college Asansol 2018

Work Experience:

QUALITY ANALYST | COGENT HUB PRIVATE LIMITED (Kolkata) | Aug' 2023 - Jun' 2024 | (Switch Experts, VMO2, BT Campaign & Three Mobile)

- Monitored and evaluated customer interactions, providing detailed and constructive feedback to team members. Maintained a daily dashboard to track pain areas and performance metrics.
- Collaborated closely with UK clients (e.g., VMO2 and BT) to understand their quality expectations and reporting requirements. Prepared and presented detailed PPTs for WBR and MBR.
- Designed and implemented efficient ETL processes to extract, transform, and load data into data warehouses, ensuring seamless data flow and accessibility.
- Rebuttal discussion with partner's repeat Analysis & other Hygiene audits
- Calibration and work collaborate with team with proper structured manner and teamwork

QUALITY ANALYST | TECH MAHINDRA BPS (Kolkata) | Jun' 2022 - Jun' 2023 | Flipkart Process (Ecommerce)

- Assisted in the training and onboarding of new team members, ensuring they understood and adhered to quality standards and best practices.
- Ensured new analysts were well-prepared to maintain high-quality standards through comprehensive training programs.
- Maintained accurate documentation of quality metrics, feedback, and corrective actions taken, promoting continuous improvement.
- Conducted extensive reporting and data analysis using Excel, employing advanced features to streamline data processing.
- Conducted SWOT analysis to evaluate strengths, weaknesses, opportunities, and threats related to data analysis, compliance, and 6 Sigma methodologies. Identified areas for improvement and opportunities for growth in data analytics.
- Publishing Weekly Dashboard with the entire LOB to identify the trend areas.

Achievements – Best QA of the month (Pat on the back & Bravo Award)

Customer Support Executive | TECH MAHINDRA BPS (Kolkata) | Aug' 2021-Jun' 2022 | Flipkart Process (Ecommerce)

- Ability to convey information clearly and effectively, both verbally and in writing.
- Attentiveness to understand customer needs and concerns.
- Skill in identifying issues and providing effective solutions quickly.
- Understanding and addressing customers' emotions and frustrations.
- In-depth understanding of the company's products or services to assist customers accurately.
- Escalation ticket closure

Certifications -

- Power BI Desktop (Udemy)
 - Six sigma green belt certified (AIGPE)
 - Python programming (Udemy)
 - R programming (Udemy)
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Technical skills

- Data Visualization: Proficiency in tools like Power BI, or Excel to present data clearly and effectively.
- Statistical Analysis: Knowledge of statistical methods and tools for analyzing data sets and deriving insights.
- SQL: Ability to query databases using SQL to extract and manipulate data.
- Data Cleaning and Preparation: Skills in preparing and cleaning data for analysis to ensure accuracy.
- Excel Proficiency: Advanced Excel skills, including formulas, pivot tables, and data modeling.
- Programming Languages: Familiarity with languages such as Python for data analysis and automation. Machine Learning Basics: Understanding of machine learning concepts for predictive analytics.

Communication Skills:

- Customer Support and Interaction
 - Feedback and Performance Evaluation
 - Analytical
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PROJECTS:

Personal Portfolio Website: <https://thecoder0005.github.io/vicky/>

- Description: Developed a personal portfolio website to showcase projects, skills, and professional background.
- Technologies Used: HTML, CSS, and JavaScript (optional for interactivity) Key Features: designed a responsive layout to ensure compatibility across various devices. Implemented custom styling to enhance visual appeal and user experience.

Declaration:

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.