

Vinu Cyril

Contact — vinucyрил@gmail.com — +91 7560824678 — linkedin.com/in/vinu-cyрил-a3936b154/

EXPERIENCE

Concentrix

Senior Quality Evaluator

Bangalore, Karnataka

September 2021 - Current

- Conducted rigorous quality assessments on BPO processes to ensure adherence to established standards and protocols.
- Collaborated with cross-functional teams, including operations, training, and management, to streamline processes and improve the quality of service delivery.
- Generated detailed reports and provided constructive feedback to team members, contributing to improvement in individual performance metrics.
- Acted as a liaison between the quality assurance team and client stakeholders, ensuring alignment with client-specific quality standards and expectations.
- Conducted root cause analyses on process discrepancies and implemented corrective actions, resulting in reduction in operational errors.

Concentrix

Sr. Advisor

Bangalore, Karnataka

October 2018 – September 2021

- Achieved the highest sales conversion rate in the team, surpassing targets and earning recognition as a top performer.
- Recognized for outstanding performance and received the "Advisor of the Month" award multiple times.

PROJECTS

Podcast App

Project Link: <https://podcast-react-app-v.netlify.app/>

- An online podcast platform, featuring podcast CRUD operations, a custom music player, built with React, Firebase, Redux-toolkit, React Router Dom and Tailwind CSS.

SKILLS

- **Relevant Coursework:** FRONTEND DEVELOPMENT - AccioJob
- **Programming:** HTML, CSS, Javascript
- **Software:** React, Redux-toolkit, Tailwind-CSS
- **Communication:** Strong verbal and written communication skills, Ability to convey complex technical concepts in a clear and understandable manner, Experience in collaborating with cross-functional teams for effective project execution, Proven track record of facilitating training sessions and knowledge sharing