

# **VIKRAM CHOUDHARY**

Mobile: +919716707901

Mail: [vikramchoudhary164@gmail.com](mailto:vikramchoudhary164@gmail.com)

## **OBJECTIVE AND RESUME SUMMARY**

A competent professional with around 5 Years of experience in Customer Service Industry in Service Excellence Management, Process Enhancements, Quality Compliance.

Currently associated with I Energizer BPO Services Pvt. Ltd. Proficient in managing customer service with quality & compliance. Experience of implementing procedures. An effective communicator with excellent relationship building and interpersonal skills. Career objective is to join a highly motivated, competent & professional organization to gain knowledge & achieve excellence, utilizing my experience for the growth of the organization.

## **CAREER PATH.**

- Working with I Energizer IT Services Pvt Ltd. as Quality Analyst since 2022.
- Worked with I Energizer IT Services Pvt Ltd. as Sr. Executive for Paytm.

## **CURRENT ROLE & RESPONSIBILITIES:**

- Auditing calls, Sharing the feedback with advisors and TL on their performances.
- Identifying areas of quality and performance improvement, finding errors and developing ways to fix them, ensuring zero compliance issues.
- Auditing and analysis of tagging dump.
- Preparation of daily dashboards & Analysis of reports/data (Data analysis, parametric analysis, Pareto analysis, fatal error analysis, RCA.)
- Managing the queries of team and Conducting one-o- one session with QAs.
- Sharing of VOC & Interaction with clients to ensure all the quality requirements are met & resolution of the process issues.
- Works with Operations team to develop the overall process improvement strategy and quality plan.

## **GENERAL ATTRIBUTES:**

- Young, Positive, Result Oriented, Team worker with good time management and monitoring skills.
- Good in client handling.
- Frequent Learning and Take Initiatives

## **ACHIEVEMENTS:**

- Rapido TTQ Certified Quality Analyst.
- Experienced in Process ramp-ups & also taken training batches whenever support was required.
- Received Monthly RNR's many times in my career for consistent performance.

## **EDUCATIONAL CREDENTIALS:**

- Pursuing MBA from IGNOU.
- B.Com Passed from IGNOU.
- 12th Passed from BSEB Board.
- 10th Passed from CBSE Board.

## **PERSONAL VITAE:**

- Date of Birth : 24th April 1999
- Marital Status : Married
- Gender : Male
- Nationality : Indian
- Language : English and Hindi
- Interest : Internet surfing, Chatting with friends
- Address : Sector 53, Noida.

### **Declaration:**

I do here by confirm that the information given in this form is true to do the best of my knowledge and belief.

Date: - \_\_\_\_\_

VIKRAM CHOUDHARY