**Resume**

**Rohit Saraswat**

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**PROFESSIONAL SUMMARY**

An experienced **Quality Analyst** with over **6.5 years** of expertise in auditing and improving customer support processes across both front-office and back-office operations. Possess a strong background in driving quality improvements in call centres, leading teams, and delivering actionable insights to enhance process efficiency. Skilled in conducting performance evaluations, leading training sessions, and fostering a culture of continuous improvement.

* **6.5+ years** in customer support, focusing on quality and process optimization
* **4+ years** of experience in quality analysis
* Proven ability to manage stakeholder relationships and improve team performance

**PROFESSIONAL EXPERIENCE**

**Quality Analyst**

**Company:** RNF Technologies  
**Client:** In-house Project (US Sales)   
**Duration:** Feb 2024 – Mar 2025  
**Description:**  
This project involves auditing calls and leads for an outbound call centre with a focus on improving quality scores and lead management.

**Key Responsibilities:**

* Auditing inbound/outbound calls and leads for timely follow-up and quality score improvement.
* Conducting short-call analysis to identify performance issues and implementing corrective actions.
* Publishing weekly dashboards for all stakeholders to track quality metrics.
* Providing feedback and conducting One-on-One sessions with bottom performers.
* Participating in internal and external calibration sessions.
* Handling customer escalations and addressing concerns with clients.
* Conducting call listening sessions for new and BQ agents to improve performance.

**Quality Analyst**

**Company:** Galactic Client Services (GCS)   
**Client:** US Bank (JP Morgan, Discovery & Chase)   
  
**Description:**   
The project focuses on auditing calls and leads for an outbound call centre to ensure quality improvements and better lead management.

**Key Responsibilities:**

* Auditing inbound/outbound calls and leads for timely follow-up and quality scores.
* Analysing short calls and repeat calls to identify trends and areas for improvement.
* Regularly sharing feedback with agents based on audit results.
* Holding One-on-One sessions for underperforming agents.
* Engaging in calibration sessions with internal and external teams.
* Handling escalated customer concerns and working with the client for resolution.

**Quality Analyst**

**Company:** HCL Technologies  
**Client:** Google  
  
**Description:**   
Focused on auditing inbound calls for Google Shoppe to improve quality scores and ensure adherence to process standards.

**Key Responsibilities:**

* Auditing inbound calls for the Google Shoppe project.
* Conducting short call analysis, blank call analysis, and repeat call analysis.
* Providing feedback to agents on performance and quality parameters.
* Organizing call listening sessions for new and BQ agents.
* Participating in internal and external calibrations.
* Addressing customer concerns and escalating to clients when necessary.
* Publishing regular audit reports for all stakeholders.

**Quality Analyst**

**Company:** I-Energizer Pvt Ltd  
**Client:** SBI Cards (SBIC)

**Description:**   
Project focused on auditing inbound calls for the SBI Cards process, aiming to improve quality scores and customer experience.

**Key Responsibilities:**

* Auditing inbound calls and conducting analysis on short calls, blank calls, and repeat calls.
* Providing regular feedback to agents based on audits and performance monitoring.
* Preparing and publishing weekly dashboards for stakeholders.
* Conducting product knowledge refreshers by uploading PKTs on the portal.
* Taking daily briefings of agents to ensure awareness of product updates and changes.
* Participating in bi-monthly calibration sessions.

**Senior Quality Analyst**

**Company:** Tech Mahindra Ltd  
**Client:** Flipkart  
**Duration:** May 2019 – Feb 2022  
**Description:**   
Managed quality auditing for Flipkart's inbound call center to improve service quality and process efficiency.

**Key Responsibilities:**

* Auditing inbound calls for the Flipkart process and providing feedback to agents.
* Conducting short call and blank call analysis.
* Publishing weekly dashboards to track quality metrics and performance improvements.
* Holding call listening sessions to help new and BQ agents meet targets.
* Uploading product knowledge training materials on the portal and conducting refresher sessions.
* Organizing daily agent briefings on product updates.
* Participating in bi-monthly calibration sessions.

**EDUCATION & CERTIFICATIONS**

* **Bachelor of Arts (B.A.)**
* **Pursuing Green Belt Certification** from AIGPE (American Institute of Global Professional Education)

**SKILLS**

* **Quality Auditing:** In-depth knowledge of call centre quality metrics, audit processes, and performance analysis.
* **Process Optimization:** Identifying process inefficiencies and implementing solutions to improve quality and productivity.
* **Training & Development:** Conducting call listening sessions and feedback sessions to foster agent growth.
* **Stakeholder Management:** Effectively communicating with stakeholders and clients to ensure smooth project execution.
* **Data Analysis:** Proficient in publishing dashboards, analysing performance metrics, and driving continuous improvement.

**PERSONAL DETAILS**

* **Date of Birth:** 7th September 1995
* **Marital Status:** Married
* **Languages Known:** English, Hindi, Punjabi
* **Nationality:** Indian
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**DECLARATION**

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

**Date:**   
**Place:**