



Shashi Kant

Quality Analyst

PROFILE SUMMARY

Having over all 8.5 years of experience,6 years of experience as a Quality Analyst, Monitor inbound and outbound calls and emails. Preparation of PKT, and arranging DIP check test, conducting quality Session to enhance the better product knowledge. Also having a knowledge of working as a supervisor,Team management,roaster planning,escalation handling. Complaint management,currently working with Teleperformance as a Quality, Analyst BAU audits, Dashboard Creation. Along with that I have 4.5 years of working experience in Insurance company iffco tokio in the renewal department. lob- Motor,health,non motor.all Genral insurance knowledge.

EDUCATION

2015	BCA Sikkim Manipal University (SMU)
2009	XIIth NIOS
2006	Xth U.P BOARD

WORK EXPERIENCE

Nov 2023 - Aug 2024	Quality Analyst Teleperformance (TP) Quality Analyst : Auditing of outbound & inbound Calls Conduct Quality Sessions & Process Knowledge Test on Monthly Basis. Floor supervision. Updation of Quality Dashboard on Monthly & weekly basis. Monitoring customer satisfaction levels and identifying areas where improvements can be made. Training new employees.
Jan 2019 - Nov 2023	Quality Analyst IFFCO Tokio Call Quality Analyst,Maintaining database, pkt arrangements,dashboard published.feedback sharing.and along with this experience in Adminstration as well.
Feb 2018 - Jan 2019	Associate Executive Exlservice.Com In Exl Worked as an Associate in Us Case Creation Team in the process of TATA AIG. Case Creation of Property & Casualty, Auto and Marine claims and case coding of motor property, marine & assigns the cases to the claim

PERSONAL INFORMATION

- ✉ Email
shashikantsharma345@gmail.com
- 📞 Mobile
(+91) 9773578286
- 📅 Total work experience
9 Years 0 Month

KEY SKILLS

- Escalation Management
- CSAT
- Root Cause Analysis
- Customer Management
- Dashboards
- Power BI
- Excel
- Branch Operations
- Floor Operations
- MIS Operations
- Quality Analysis
- Call Monitoring
- Floor Management
- Advanced Excel
- Call Center Operations
- Administration

OTHER PERSONAL DETAILS

City Ghaziabad

Country INDIA

LANGUAGES

- English
- Hindi
- Hindi
- English

Sep 2016 - Dec 2017

Technicians basis on the Case Category.

Recruitment Executive

Inteligate solution

Recruiter > Sourcing and attracting candidates by using databases. > Conduct Initial Interview Round. > Recruiting the candidate for clients Wipro & Teleperformance. > Shortlisting of Desired Candidate & Follow up. > Database Management. > Promote company’s reputation as “best place to work”.

Jul 2015 - Sep 2016

Quality Analyst Trainee

Bharat BPO Services

Worked as Quality Analyst in Email support Process of Paytm Recharge and kyc process work to measures the KYC of the existing customers. Conduct Quality Sessions & Dip Checks. Analysis of D-SAT & C-SAT to enhance the quality of the process. KYC Validations for Wallet Upgradation. Tool Knowledge of Seller Panel, PG Panel, IN Panel, Zendesk and Salesforce.

Projects

91 Days

Project Kushal

it was a quality enhancement programme which was announced in March and started working on that project from April and completed in July, and successfully completed that project and got the best quality analyst award for that as I have managed to enhance the team performance. as 4 of my team associates got the quality star award.