



NAME : VIJAYA SARATHY.
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OBJECTIVE:

To work as a call center quality analyst and improve organization's work efficiency by planning sound strategies for quality control and quality assurance.

SUMMARY OF SKILLS:

- Strong data analysis, interpretation and problem solving skills.
- Willingness to accept challenges along with the ability to work under pressure.
- Goal-oriented and motivated individual along with the ability to work independently.
- Ability to develop quality assessment strategies and plans and implement them successfully.
- Remarkable attention to detail, communication, and leadership skills.

WORK EXPERIENCE:

WheelsEye Logistics Pvt Ltd – Gurgoan.

HR-Executive

- Understanding the hiring requirements of hiring managers
- Attracting candidates through various channels like social media ,professional networks and portals
- Reviewing resumes and screening candidates
- Negotiating job offers and compensation packages with candidates
- Staying updated about hiring trends and best practices

Teleperformance, Gurgoan.

Quality Analyst

- Handle call monitoring and providing actionable insight. Through call monitoring regulations, Company policies and Procedures.
- Monitor the Calls will gather information to help improve agent performance in the procedures followed by managers and staff.

- Listen to calls in 3 ways, live, recorded & side by side while communicating feedback to encourage and discourage certain practices.
- Update and manage Employee Records & Perform other duties as assigned.
- Basically work on a continuous process of evaluating and identifying key behaviors that drive sales and improve customer experience.
- Compile, update Quality Monthly report, DQR (Daily Quality Report), Rectification Tracker etc. are share with Operation team and Managers.
- Maintain schedule and Coordinate calendar Activities.
- Monitor Calls of each Advisors every week and Provide Immediate feedback to the Advisors in case of failed call.
- Provide regular feedback to team member regarding the Performance of the team

Startek Aegis.
Sr.Executive

- . Training up junior and new associates.
- Monitoring & reporting on standards & performance targets.
- Arranging weekly team meetings, focusing on targets & achievements.
- Implementing new initiatives.
- Praise team members and creates a positive working environment.
- Providing prompt and accurate information on individual performance to seniors.
- Preparing daily workloads for staff & co-coordinating the daily allocation of work.
- Motivating the team to achieve high standards and targets.
- Handling new client enquiries and acting as the face of the business.
- Dealing with and resolving problems and issues which arise.

Worked at Syrma technologies (RFID) Department

- Having knowledge on AHT CSAT, ART, NPS and FCR.
- Performs other related duties as assigned by responsible manager and/or business unit manager
- Providing key information from customer interactions to management to make business decisions
- Maintaining follow-up work lists as assigned by the Supervisor or Manager
- Gather data, troubleshoot, and work to provide resolutions to end users.

EDUCATIONAL DETAILS:

B.E-63%
JEPPIAAR MAAMALLAN ENGINEERING COLLEGE-2020.

HSC-61%
MOUNT PARK HIGHER SEC.SCHOOL-2016

SSLC-73%

MOUNT PARK HIGHER SEC.SCHOOL-

2014

PERSONAL DETAILS:

Date of Birth : 22.06.1999
Address : Maariyamman Kovil Street, Killanur, kallakurichi
Pin code : 606102
Language Known : Tamil, English, Hindi, Malayalam.
Martial status : Unmarried.

DECLARATION:

I HEREBY DECLARE ALL THE ABOVE SAID FACTS ARE TRUE TO MY KNOWLEDGE IF ANY WRONG ON THE ABOVE DETAILS IN FUTURE I WILL BE RESPONSIBLE FOR THAT

**YOURS FAITHFULLY
(VIJAYA SARATHY)**