Vikas Singh

Quality Analyst

2+ Years of Exposure in Content Review | Stakeholder Management |Shift POC | QA analysis |Process Improvement | Analysis and Review.

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Haryana -124507, India

SKILLS

- Basic MS Office
- Content Review
- Team Management
- Brand Safety

LANGUAGES

Language Full Professional Proficiency

RECOGNITION

- 50+ Monthly Awards
- 3 Quarterly Awards

ACHIEVEMENTS

- Created Sop's - for effective workflow.
- Knowledge Base - for standard documentation.
- Shift POC - Managed and Handled team queries.

EDUCATION

B.tech

Matu Ram Institute of Engineering & Management (2015)

WORK EXPERIENCE

Quality Analyst

Vaco Binary Semantics LLP (Onsite Google)

08/2019 – 09/05/2024

Achievements/Tasks

- ❏ Crafted training materials and ran On-boarding sessions to train incoming team members.
- ❏ Led process improvement projects to help operations meet and exceed quality standards.
- ❏ Maintained quality assurance procedure documentation

Analyst

Vaco Binary Semantics LLP (Onsite Google)

04/2019 – 07/2019

Achievements/Tasks

- ❏ Worked on Google product (Neighbourly App) as a content writer, reviewer and language ops support.
- ❏ Creating captions, tips, notes and polls to seed on the app, provide support to the ops team by answering the tickets assigned.
- ❏ Stakeholder interaction by providing regular feedback to improve the app, as well as to make the work done is upto the mark.
- ❏ Quality check of the work done on a daily basis and to keep a check on the error count of the team.

Associate Analyst

Vaco Binary Semantics LLP (Onsite Google)

06/2017 – 03/2019

Achievements/Tasks

- ❏ Working as an Analyst for "YouTube" and "Nest Machine Learning Ops" project to analyze and give human judgement for different workflow's (Image, Audio & Video).
- ❏ Analysis and review of internal content and applying a set of rules/guidelines for giving correct judgments. Helping the product team in the Machine Learning project by giving accurate judgement.
- ❏ This further helps in improving and algorithm & add features to existing products or adding new product lines.
- ❏ Trained & Monitored the new hired members in the team. Maintaining a database for keyword search to be used for query handling purposes.