

Rahul Mankere

Quality Assurance Analyst

23. Anjani Nagar Indore M.P. 452011 •

+91 9039049046, 7000063407 •

Rahul.mankere@gmail.com •

linkedin.com/in/RahulMankere •

OBJECTIVE

Quality Analyst with 7+ years of experience seeking quality assurance position within a fast-paced company where a strong knowledge of quality assurance processes will be applied to the quality output of finished goods. Excellent communication skills, team-oriented mentality and thoroughness of task completion. Possess a B.E. in Mechanical Engineering and expertise in Microsoft Office, Excel and Word. Looking to leverage my knowledge and experience into a role as Quality Analyst.

PROFESSIONAL EXPERIENCE

Senior Quality Assurance Analyst | Ienergizer

Noida - July 2023 – Present

- Creating WBR, MBR and QBR including - Process Quality, C.Sat Scores, Top Attributes, updates, Agents performance, Promoters and Defaulters, Action Plan.
- Monitor & Evaluate inbound & outbound interaction quality on Pure Cloud & Salesforce.
- Tracking issues in the quality monitoring system or tools and analysing the results.
- Sharing feedback to improve performance and develops training programs.
- Works with other internal teams to define quality metrics. Identifying process improvement programs.
- Knowledge of Amadeus ticketing system.

Quality Assurance Analyst | Majorel India Pvt. Ltd

Gurgaon - September 2021 – June 2023

- Evaluate Calls on Zendesk, Email on Beehive.
- Creating WBR, MBR and QBR including - Process Quality, C.Sat Scores, Top Attributes, updates, Agents performance, Promoters and Defaulters, Action Plan.
- Weekly Roster for T&Q Team, Scorecard, Quality Dashboard, C.Sat Report and reports on current issues.
- Weekly Calibration Internal and External.
- Regular mentoring and coaching of team members on QA topics and strategies.
- Fixed identified issues to increase productivity and boost workflows. (Improved C.Sat in Process by developing new Approach)

Quality Assurance Analyst | Teleperformance, CRM Services India Pvt. Ltd

Indore - July 2020 - August 2021

- Worked for 2 different international account including Healthcare and Airline industry.
- Experienced on Avaya and Pure Cloud for call audits and EPR for Account inventory.
- Weekly Calibration internal and External.
- Real-time coaching and feedback.
- Daily Pre, Post and occasionally mid shift town hall QA Session, updates and doubt clearing sessions.

Subject Matter Expert | Teleperformance, CRM Services India Pvt. Ltd

Indore -October 2019 - June 2020

- Supported teams in continuous delivery of quality production on set intervals of time.
- Managed team Scheduling, Shrinkage, Leave planner and Attraction.
- Analysed product problems, identifying root causes and developing solutions.

Customer Service Executive | Teleperformance, CRM Services India Pvt. Ltd

Indore - July 2016 - September 2019

- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Resolved customer billing errors by researching issues in system, asking open-ended questions, and determining root causes of problems.
- Described product and service details to customers to provide information on benefits and advantages.
- Escalated critical customer issues to supervisor immediately to avoid lost revenue and cancelled policies.

EDUCATION

R.G.P.V. UNIVERSITY – Bhopal, MP

Bachelor of Mechanical Engineering, Dec 2018

Kendriya Vidyalaya No 1 Indore HSSC (12th)

PCM CBSE Board

Kendriya Vidyalaya No 1 Indore HSC (10th)

CBSE Board

ADDITIONAL SKILLS

- Expert in Microsoft Office
- Bilingual in Hindi and English