# CURRICULUM VITAE

**NEETHU**

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## PROFILE

* Worked as SR.Quality Analyst for Serco Global Services SERCO BPO ,since 19th Nov 2009 to 30th July 2014 , previously worked as a CSA in for the period of 12 months

## CORE COMPETENCIES

* Leading & Managing skills
* Good Team Approach
* Sound Communication skills
* Good Analyzer
* Fast Learner
* Building a team that effectively supports client programs, products and services.
* Driving the development of superior customer service and high performance.
* Leading workflow distribution and floor management to ensure service levels are satisfied.

## PERSONAL INFORMATION

First name : Neethu

Gender : Female

Date of Birth : 12 November 1991

Marital Status : Married

Nationality : Indian

Languages Known: English, Tamil, Kannada and Malayalam

## ACADEMIC QUALIFICATIONS

High School

## PROFESSIONAL EXPRENCIES

* Career with : Serco Global service
* Position Held : Sr. Quality analyst
* Client : Bharat sanchar Nigam limited ( BSNL KL,KA,CH)
* Duration : since 19th Nov 2009 to 30th July 2014

## ROLE AND RESPONSIBILITIES

* To assure the quality of the process and to lead quality team if south zone BSNL.
* To capture and to take proactive measures to make the process error free .
* To achieve the productivity (Quality monitoring , to measure the performance & compliance level to achieve & maintain the service levels & to achieve the given quality target .
* Sharing the required quality reports internal and to client (daily/weekly/ monthly )
* Leading team (setting their daily /weekly/ and monthly target , roistering quality team according to process requirement , team meetings and review as required .
* Ensuring regular process improvement activates /training sessions are done for week performers &OJT associates (CSA )
* Sharing KB and IVR audits regularly.
* To conduct call calibration with inter team (QA /Sr csa / TL / AM ) and with clients .
* To do ATA of QAs and sr QA s to maintain 0% variance in the audits done within quality team .
* Conducting quality induction , training and certification program for CSA , SR CSA , TLS , QAS, SR QAS
* Designing and implementing projects on metrics causing negative impact on company /customer / client .
* Sharing TNI /TNA reports for training team regularly
* Performance review : conducting review with inter team
* Reports & Documentation : Preparing Quality reports for project handles on weekly/ monthly basis to portray to overall progress of quality per projects ensuring complete documentation .
* Implementation : Implement new ideas for process improvement with timely updating of FAQ/any changes in methodology used by interacting with clients operation & training .
* Conducting project meetings with AM ops /TLS to bridge the gaps and deficiencies in system and processes thereby boosting overall project SLA s
* To interact with clients operation & training for the process improvement
* VOC: conducting regular C sat (customer satisfaction ) program to know & check the vice of customer , o make each transaction error free

I authorize the verification of the above information & any other necessary enquiries that may be required to determine my ability for the employment.

**Date:**

**AJMAN NEETHU**