

Quality Analyst

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Company: Hexaware Technologies

Location: Navi Mumbai

Category: other-general

Job Specification:Work Experience:Have been a Quality analyst for at least 2 years in similar role, Telecom is preferred, call center environment is a must.

Qualifications:Graduate.Job Duties/Responsibilities:

Providing active feedback to agents through Call/ID & generating audit trends as defined or as per critical needs without compromising total target audits in 80% of available time.

Quality Monitoring Standards & Monitoring ID movements/follow-ups taking corrective measures towards improvement.

in huddle sessions, share inputs with Team members related to error trends, process updates and technical issues. Working in close tandem with Assistant Managers and SMEs on the process for an excellent team and process performance.

Analysts contact all the dissatisfied customers and provide a detailed analysis to improve customer experience to provide detailed analysis for escalations, product and process changes/launches.

for calibration sessions and adherence towards enhancing calibrated process

performance and follow-up on the Coaching & Action Plans on the latest quality tools.

Learning and delivery through implementation of Quality tools as Lean, Kaizen and Six Sigma for achieving internal and client goals on process quality performance.

Analysis depending on client & process requirements.

have a target on monitoring xxx number of calls/ID each per week, remain up to date with the process and trend of calls as well as demonstrate standards of excellence on process and procedure knowledge.Address:Hexaware Technologies Ltd. (Hexaware BPS), Ghansoli, Navi

Mumbai, Mumbai

Office timings:24/7 shift with 2 rotational week offs.

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