

SHIV TIWARI

QUALITY ANALYST

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PROFESSIONAL SUMMARY

Results-driven Quality Analyst with 3+ years of experience in international BPO processes. Proven track record of monitoring, evaluating, and improving customer support quality to meet organizational KPIs. Experienced in team mentoring, implementing quality frameworks, and delivering actionable insights for process improvement.

SKILLS

- Quality Assurance & Monitoring
- Data Analysis & Reporting
- Training & Development
- Process Improvement
- Communication Skills
- Advanced Excel & Google Sheets
- 7 QC Tools
- Dashboard Creation & Automation
- Root Cause Analysis (RCA)

PROFESSIONAL EXPERIENCE

Quality Analyst (Taskus, Indore)

May 2024 - Present

- Monitored and analyzed customer interactions to ensure compliance with quality standards.
- Provided actionable feedback to agents, driving improvements in performance and customer satisfaction.

Quality Analyst (Inergizer Pvt Ltd, Noida)

Aug 2021 - May 2023

- Led data-driven decision-making processes to enhance team performance.
- Conducted internal calibrations, utilized a quality management system for agent tracking, and managed audits and feedback.
- Conducted training for new batches, prepared performance reports, and excelled in data analysis for impactful results.

Customer Support Executive (Inergizer Pvt Ltd, Noida)

Jan 2020 - Aug 2021

- Delivered exceptional customer support in a fast-paced international process.
- Consistently achieved and exceeded monthly performance targets.

Business Development Associate (Byju's, Indore)

Mar 2019 - Dec 2019

- Sold educational technology products in B2C domain, achieving sales targets

EDUCATION

Bachelor of Engineering (ECE)

2014-18

Higher Secondary School (CBSE)

2013-14

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2013-14

ADDITIONAL INFORMATION

- Languages:** English, Hindi.
- Hobbies & Interest:** Acting, Chess and Cricket.

PROJECTS

- Quality Metrics Tracking and Improvement
- KPI Monitoring and Tracking Tool for Quality Assurance Team
- Social Engineering Awareness Campaign
- Mail Merge using Google App Script
- Error Reduction in Email Process using Six Sigma

Please visit <https://shivtiwari.in/> to see more details