



DESIGNATION: QUALITY ANALYST – ENGLISH (LOCATION – NOIDA)

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SUMMARY

Experience: 0 - 3 Years (we are open for Trainable resources)

Location: Delhi/NCR, Ghaziabad, Noida

Education: Any Graduate - Any Specialization, PG - Any PG Course - Any Specialization

No: of openings: 1

Industry Type: BPO

Role: QA/QC Exec.

DESIRED CANDIDATE PROFILE

- Should have strong oral & written communication in English language
- Should be target oriented
- Ability to provide clear guidance and direction to the associates for performance improvement.
- Ability to monitor calls and provide feedback with coaching advice.
- Should be known to quality parameters.
- Ready to work in 24*7 shifts.
- Strong team player, capability to influence the team, manage changes.

ADDITIONAL REQUIREMENTS

- Good knowledge of Ms. Office/Ms. Excel

JOB DESCRIPTION

- Auditing for work order accuracy and data integrity
- Call monitoring
- Call coaching feedback for agent improvement
- Call calibrations and evaluations

WORK EXPERIENCE

- Preferred to have worked in outbound Sales/ Survey Process and Customer Care
- Worked in processes like Dish TV, AT&T, Spectrum and Comcast

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