



DESIGNATION: QUALITY ANALYST – SPANISH (LOCATION – NOIDA)

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SUMMARY

Experience: 0 - 3 Years

Location: Delhi/NCR, Ghaziabad, Noida

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

Other Certification: QA-Spanish - B2 Level Certification

No: of openings: 1

Industry Type: BPO

Role: QA/QC Exec

DESIRED CANDIDATE PROFILE

- Should have strong oral & written English/Spanish bilingual skills
- Ability to provide clear guidance and direction to the associates for performance improvement
- Should be target oriented
- 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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