

Resume - Akash Sudhir Pandit

Personal Details

- Job Title - Deputy manager - Quality
 - Name - Akash Pandit
 - Email - akashpanditmusic@gmail.com
 - Contact - 8652420536
 - DOB - 10th Nov'1987
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Professional Summary

- I have more than 4 years of experience in Quality background
 - Have experience in outbound and inbound
 - Worked in insurance, banking and mutual fund sector
 - I have certified six sigma greenbelt by TUV SUD institute in May'20
 - Aware about QC tools and frequently working on Pareto, control chart and graph bar
 - Drives fish-bone diagram method for root cause analysis
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Employment history

1)

Home credit -

- I have joined as Quality Analyst - Outbound - Welcome calling - Finance
- Mar, 2016 - Aug, 2017
- Ghansoli

KPIs

- Audit 25 calls daily
- Close 10% feedback daily as per the defect
- fortnight call calibration
- Weekly analysis on dip check, short call and long call
- Pre shift briefing
- Call listening session on weekly basis
- Sending reports on daily, weekly and MTD basis
- 5 SBS on daily basis

Initiative

- Drive PDCA for associates
- Made templates where associate can easily mentioned the tagging notes and decrease the AHT
- Learn excel to make report much faster
- Take session on PDCA and Kaizan (Session done with QAs)
- Made PPT for call taking scenarios and personality development

Reason of leaving

- Left the job because of better opportunity

2)

HDFC sales -

- I have joined as Quality Analyst - Outbound - Welcome calling - Finance

- Jan, 2018 - Feb, 2019
- Ghansoli

KPIs

- Audit 10 calls on daily basis and verification analysis as per the sample rate
- Close 100% feedback on daily audits
- MTD calibration
- Long call and short call analysis
- Pre shift briefing
- Call listening session on weekly basis
- Sending reports on daily, weekly and MTD basis
- 5 SBS on daily basis

Initiative

- Drive PDCA for associates
- Prepared audit sheet for insurance process
- Made PPT on personality development for learning purpose

Reason of leaving

- Left the job because i taken a house loan for my own property where my expenses was getting high

3)

Aegis -

- I have joined as Quality Analyst - Inbound - Mutual funds - MF
- Apr, 2019 - Jun, 2020
- Ghansoli

KPIs

- Audit 25 calls daily
- Close 100% feedback on daily audits
- MTD wise calibration
- Weekly analysis on dip check, short call and long call
- Briefing on new updates
- Call listening session on weekly basis
- Sending reports on daily, weekly and MTD basis
- 5% SBS call as per the MTD target

Initiative

- Made PPTs on behalf of management
- Taken responsibilities of QTL because i was directly reporting to the QM
- Meet client expectations at the end of YTD
- In this year, i have completed GB certification

Reason for leaving

- Reason for the leaving this job is looking for a level up as a Deputy Manager in Quality
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Education

1)

Utkarsha Vidyalaya - Virar

- SSC
- Jun, 1991 - Jun, 2003
- I have completed my SSC from Utkarsha Vidyalaya (Virar)
- I have cleared SSC with the 41%

2)

University of Mumbai - Mumbai

- ITI
- Jun, 2006 - Jun, 2007
- I have completed my Technical studies from University of Mumbai
- I have cleared this course with the 70%

3)

Yashwantrao Vidyapith - Dombivali

- Graduation
- Jun, 2008 - Jun, 2015
- I have completed my Graduation from Yashwantrao Vidyapith (Dombivali)
- I have cleared Graduation with the 60%

Skills

- Decision Making
- Leadership Skills
- Microsoft Excel
- Analysis
- Communication Skills

Course

Excel - Private institute

- Feb, 2016 - Mar, 2020

Six Sigma GB -TUV SUD

- Jun, 2020 - Jun, 2020
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Hobbies

- Learning QC
 - Listening music
 - Travelling
 - Read about new things
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Language

- English
- Marathi

- Hindi
 - Gujarati
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Ref. for further investigation

- Mahesh Gholap - Home Credit - 8689940689
- Dadasaheb - Home Credit - 8689998221

Akash Sudhir Pandit

Date