



# MAINAK BISWAS

## QUALITY TEAM LEADER

### ABOUT

Over 4+ years of experience in Quality Assurance. Full fledged in handling operations, training and service standards for business excellence. Expertise in building client relationship & providing quality control measures. Possess excellent interpersonal & communication skills with proven ability to handle team and deliver best results

### PROFESSIONAL SKILLS

- Google Data Studio
- Lean Six Sigma
- Client Relationship Management
- Social Media Strategy
- Marketing
- Web Content Development
- SEO and Google Analytics
- Blogging
- Project management
- Layout Design and Presentation
- Wordpress
- ESRI, ARC GIS, AutoCAD
- G Suite

### PERSONAL SKILLS

- Creative spirit
- Reliable and professional
- Organized
- Time management
- Team player
- Fast learner
- Motivated
- SPortsperson

### CONTACT

P: +91 7022327469  
+91 9007406733

E: mainakbiswas2011@gmail.com

### WORK EXPERIENCE

#### QUALITY TEAM LEAD

WIPRO LIMITED | Apr 2017 - Present

- Lead process improvement projects that helped operations meet and exceed quality standards and streamlining processes to reduce cost
- Lead a team of Quality Analyst to ensure the betterment of the project
- Facilitate weekly meetings with clients as per business requirement
- Created monthly reports for site managers and regional heads
- Initiated Quality Improvement methods such as Gamification namely "Mastermind" which also includes quiz to enhance the process performance and motivate agents
- Providing the inputs for betterment of quality Quality check for the team Quality analysis in the map making process and collection of geographical information
- Managed and lead team of 4 QA's by assigning and monitoring audit plans and assisting them with daily reporting
- Training of new employees to the process
- Processing a team of GPS Data
- Fixing the confluence (SOP) and Training Decks for the given country
- Monitoring and providing instant solutions for the process during live production
- Analysis and estimation of project details to record the location of the road asset
- Managed to handle the Calling Process for the client of USA and South Africa
- Spearhead for a New Live project known as "UGC"

## LANGUAGES

- English
- Hindi
- Bengali

## SOCIAL

- <https://www.facebook.com/mainak.biswas.58555>
- [www.linkedin.com/in/mainak-biswas-12157779/](http://www.linkedin.com/in/mainak-biswas-12157779/)
- [twitter.com/biswas\\_mainak](https://twitter.com/biswas_mainak)

## ASSOCIATE

CES TECH PVT. LTD. | Dec 2013 - Jul 2015

- Working for GIS process of Bihar Land-Record Project for Cadastral Maps under Bihar Government
- Digitization, where a given area needs to be digitized and mapped accurately
- Geo-referencing and Collection of Geographical Information of the land Conversion of Raster Image and cropping of Raster Image into various .gif file format
- Creation and conversion of data
- Quality check and analysis for the vendors work.
- End to End interaction with Client.
- Creating detailed Quality Report

---

## PROJECT

### WIPRO, BANGALORE

Conducted the Project based on Lean. The project is targeted to improve Performance in terms of quality and productivity of agents through an automated tracker which loads the agent's data on regular basis. Thus QAs can provide respective feedback. Implementation of this project brought in vital changes in the performance of the agents helping them to track their data on hourly basis and exceed the business requirement

---

## EDUCATION

### MBA IN MARKETING

- BSC. (H) in Geography, 2013 (Calcutta University)
- GIS, 2014 (Webel)
- MBA in Marketing, 2019 (ICFAI)
- Digital Marketing, 2019 (Manipal Prolearn)

---

## AWARDS

- Best Associate - 2017 -18
- Best Quality Auditor (Admin) across the process - Quarter 3 & 4 (2017-18)
- Ratings - 5 Star - Continuously for last 2 Quarters - 2017-18
- Call of Duty recognition for outstanding performance for 2 consecutive quarters of 2018

---

## EXTRA-CURRICULAR ACTIVITIES

- **Employee Engagement Team Lead, Wipro Ltd.**  
Nov 2017 - Present  
Planning and Managing employee engagement activities across processes on weekly, monthly basis
- **Rewards and Recognition Program, Wipro Ltd.**  
Jun 2018 - Present  
Managing and handling recognition of employees, arranging for goodies and gifts