I am, SUVADIP SADHU

OBJECTIVE

My name is Suvadip Sadhu. I am an Analyst by birth and a Digital Person by choice. Analyzing data comes naturally to me. I define myself as ambitious, adaptable, self-motivated confident and down to earth person which basically means that I m smart and fun. I like to challenge myself with new goals all the time and have a habit of delivering awesome tips most of the time. Basically, I am like Han Solo, minus the Good Looks.

EXPERIENCE

Quality Analyst | Genpact India Pvt. Ltd, Hyderabad | 2018-20 – Current
- Act as an service excellence in the Quality team,
- Responsible for continuous improvement in quality of representatives,
- Providing actionable specific feedback to the representatives,
- Monitoring quality standards of representatives as per Facebook's SLA,
- Coach and train the reps with continuous feedback session,
- Analyze the knowledge gap of individuals and suggest actionable,
- Drawing patterns and insights in favor of the process,
- Preparation of weekly business review report,
- Using of 7 QC Tools,
- Holds weekly calibration call with client (Facebook),
- Analyzing data and draw relevant insights to improve business.

Awards
- Winner – IJP 2019,
- Moved into Quality Analyst from representative within 6 months.

CONTACT

Email:subhosuvadip@gmail.com

Phone: +91 9346645206
Address: Manna Dey Sarani,
Durgapur-713213,
West Bengal, India.
https://www.linkedin.com/in/suvadip-sadhu-138738119

SKILLS

- Quality Analysis
- Content & Fraud management.
- Sla management
- Google ad-words
- M/S Excel, Data analysis
- R, SQL basics

EDUCATION

* B.Tech in
Production Engineering
| Haldia Institute Of Technology – Haldia | 2014-17
* Diploma in Mould Technology
CIPET, Haldia, Govt. Of India
| 2012-2014
* Secondary Education | ICSE |
ST. Peter's School | DURGAPUR|
1996-2009

Certifications
- IMARTICUS LEARNING | DATA SCIENCE Pro-degree|Hyderabad| 2020-2021 – Pursuing.
- Green Belt Certified, Genpact.
- AutoCad 2D&3D, Govt. of WB Institute.
- Pro-e |CIPET Haldia, Govt.of India