

JOB DESCRIPTION

QUALITY ANALYST

Job Description

Quality Analyst | CandorWorks Private Limited

Organization Unit	CandorWorks Private Limited
Division	QA
Position	Quality Analyst
Location	Pune

About Position

Quality Auditing

Responsibilities

- Uses quality monitoring data management system to compile and track performance at individual level
- Coordinates and facilitates call calibration sessions for staff
- Provides feedback to employees, leaders and managers
- Prepares and analyzes internal and external quality reports for management staff review
- Responsible for Performance management
- Meeting the targets aligned.
- Quality Check of Team Members Performance and Share Feedback accordingly
- Provides training to new team members.
- Allocating daily jobs and workloads.
- Maintaining of reports including Productivity, Quality and SLA
- Maintaining Data work and Presentation.

Technical Skills Set

NA

Behavioral Skills Set

Punctual, Proficient and Pressure handling capability

Date : 2022-01-06