

Sangeeta B.G

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Professional Summary:

Experienced and motivational Quality Assurance Ops Supervisor knows how to inspire team members to reach their goals in the pursuit of overall company objectives. Have an excellent supervisory and communication skill which drives to achieve business goals.

Skills:

- 3 years of strong leadership and organizational skill.
- 3 year of experience with documenting Quality Improvement Performance
- 9 years of experience working in the IC Business Manager, Citric (scheduler), Interactive Intelligence Application (I3) and Nice IEX workforce management
- 3 year of writing, developing and implementing quality assessment strategies, plan & as well as, mid-year and year-end appraisals.
- 6 years of experience auditing, analyzing and solving problems.
- 9 years of experience with extensive knowledge with QA & Call Center process improvement flow, analyzing and dealing with complexity in a fast pace environment.
- Successfully managed and developed Quality Onshore/Offshore team goals and performance metrics
- Have strong verbal and written communication skills; and able to interface effectively with cross functional teams, and with the members.
- Have excellent leadership interpersonal skills with the ability to work and adapt communication to multiple layers of the organization
- Provided team members with constructive feedback to ensure daily/weekly/monthly workload with effective communication.

- Provided performance reviews and developmental feedback on a monthly/quarterly/annual basis.

Technical skills:

- MS Office (Excel, Word & Power point)
- Applications: IC Business Manager, Citric (scheduler), Interactive Intelligence Application (I3), Nice IEX workforce management and orbit tableau.

Work experience:

➤ **United Health Group (July 2018- present), Quality Assurance Ops Supervisor.**

- Direct audit activities commensurate to production schedules.
- Establish priorities and ensure maximum usage of assigned resources.
- Develop monthly reports showing inspection and audit performance and improvement opportunities.
- Evaluate and recommend alternative auditing procedures for continuous improvement.
- Support production leads and operators for interpretation and methods following set standards.
- Maintain working production component's knowledge and associate next tier application.
- Conduct meetings regularly and audit team to help consistency in teamwork.
- Involve in team driven actions to help improvements.
- Interpret and support quality policies and implement guidelines to ensure compliance with quality standards and documents.
- Develop and maintain QA programs complementary to enterprise quality system, corporate objectives and policies.
- Work in collaboration with Team Care Leadership to address quality trends
- Guide organization personnel through new practices and certifications.

- Supervise and review corrective solutions and prevent action claims.
- Interpret quality control system to people within organization.
- Develop new methods to resolve problems occurring during QA activities.

- **United Health Group (July 2017-July 2018), Quality Specialist Team Lead**

- Establish and evolve formal QA processes, ensuring that the team is using industry-accepted best practices.
- Sets priorities for the Quality Assurance team to ensure task completion.
- Coordinates work activities for the QA Team to include auditing assignments, new hire mentoring, side by side coaching, and special projects
- Identifies and resolves operation problems using defined processes, expertise, and judgment
- Define/ recommend process improvements to meet current and future internal/ external partner needs/ standards
- Work directly with QA team to improve overall performance through one on one coaching, staff development, and team alignment
- Work in collaboration with Team Care Leadership to address quality trends
- Perform Quality audits and analyze results to determine process improvement opportunities
- Define policies and procedures for Quality Program (e.g., auditor evaluation definitions, calibrations, performance metrics)
- Collaborate with the Quality Manager to define/document Quality standards (e.g., caller interactions, use of applicable call tracking tools, caller verification/authentication)

- Review/analyze quality data/metrics/reports and define remediation/performance improvement opportunities
- Identify and communicate call quality patterns/trends to internal/external partners (e.g., floor supervisors, managers, leadership, Training) in order to drive appropriate action and meet future business needs
- Monitor audit reports/results and provide feedback as needed to drive/validate audit effectiveness
- Monitor and approve time and attendance for Quality assurance team.

➤ **United Health Group (MARCH 2012 - July 2018), Quality Assurance Analyst**

- Listened to the calls either recorded or side by side while communicating feedback.
- Encouraged good practice and discouraged bad ones.
- Identified calls failing to meet predefined standards and identified the problems.
- Implemented agent training and coaching initiatives.
- Understood the priority of the organization and adhere to the policy.
- Provided customer feedback and internal compliance feedback to the management.
- Taking training for new batches on quality parameters and on process knowledge.
- Maintain the monthly audit & fail call reports and represent the same to the management.

➤ **XIHealth (May-2011 - March-2012), Senior Clinical Administration Coordinator**

- Inbound / outbound calls for health plan members following HIPAA guidelines.
- Meet & exceed daily goals as well as maintain above 95% quality score monthly.

- Scheduling members for a House Calls Visit.
- Account management with multiple accounts at a time.
- Respond to questions and handle escalations from floor representatives as needed, including assisting as floor leader during management meetings.

➤ **Clear Water Technology Service Pvt.Ltd (Sep-2009 - Jan-2011), Senior E-Service Associate**

- Customer service support (semi-voice process) Ability to isolate and troubleshoot the product.
- Communicating customer needs to our 2nd level of Engineer.
- Call back the customer to complete the survey once issue resolved.

➤ **Micro land (May 2008 - May 2009), Technical Support Engineer**

- Helping clients with desktops and laptops.
- Provided functional and technical support by taking remote control and diagnosing Software problem.
- Deploy and configuring Pc's and laptops. Resolving the issue over the telephone or by emails.
- Providing support for windows and Linux issues. If required escalate the issue to the 2nd level of engineer.

Education:

12th in Arts from smt parvathi bai Chowgule college.

Bachelor of Arts from Arni University