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Summary

Previously - Quality function setup at Pidge - An On-Demand, Safe & Secure, Delivery Ecosystem.

Additional - Handled Quality Control and Assurance for Multiple Airline (Independent International and Domestic processes and business units) contact centres and OTAs. Involvement - Operations, Training & Quality.

Highlights : International Airlines Contact Centres (Amadeus), Productivity Analysis, Performance Benchmarking. Meeting requirements for COPC, Risk Management and ISO Standardizations. Pilot Process Set-up (PERT & CPM)

Personal - Tech enthusiast testing Ubuntu (Linux platforms), Chromium OS, Assembly and Deployment of services and SDKs, Device Root and customization. AOSP and IoT follower. Clear and concise programming know how. C# and Visual Studio. Data driven magic applications like SAS and BI are bae <3

Experience

Assistant Manager Quality Control

Pidge

Dec 2020 - Jan 2021 (2 months)

Pidge - An On-Demand, Safe & Secure, Delivery Ecosystem.



Quality Control Team Lead

IGT Solutions

Aug 2016 - May 2020 (3 years 10 months)

Quality Assurance | Quality Control

Benchmarking | Process Improvement | Business Recommendations | Optimization of Key Deliverables



Customer Relationship Management

Wipro Limited

Jan 2013 - Mar 2014 (1 year 3 months)

Education



St. Edmund's College Shillong

Bachelor of Commerce - BCom, Honors

Jun 2008 - Jul 2011

[3rd year drop out]

Curriculum included subjects on book keeping, mathematics, macro and micro economics. Included is - separate disciplines on Public and Private Policies and Business Organization and Management. Applied statistics, Fiscal reforms and its importance and impact on business and development. HDI and human resource management. Skill and allocation.



St. Anthony's Senior Secondary School - India

Secondary Schooling, Business Studies

Jun 2006 - Jul 2008

Introduction to bookkeeping and accountancy. Understanding of business organizations and macro level policies like balance of payments. Production in the local economy and applied statistics. Mathematics and Statistical problem solving.

Skills

Microsoft Office • SAS • Microsoft Power BI

Honors & Awards



Rising Star of the Year - IGT Solutions

Sep 2018

Quality Analyst - In recognition of excellence in the department sustaining continuous improvement over a year. (AHT benchmarking, T&M studies covering 6 months - End benefit to IGT by 50 secs in a call process effectively increasing revenue margin)