

# KANIKA MALHOTRA

QUALITY AUDITOR

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LOCATION | Gurugram, INDIA

EXPERIENCE | 6 Years 0 Month

## Key Skills

- QC Tools
- Report Preparation
- RCA
- Calibration
- Internal Audit
- International BPO
- Semi Voice
- Chat Process
- US Process
- Voice Process
- BPO Non Voice
- Audit Report
- Customer Service
- Quality Assurance
- Process Equipment
- Internal Quality Auditor
- Quality Audit

## Languages

- English
- Hindi

## Profile Summary

As a Quality Analyst and Auditor, my career has been characterized by a strong focus on maintaining and enhancing quality standards within various operational processes. With a keen eye for detail and a commitment to accuracy, I have developed expertise in auditing and ensuring compliance with established guidelines. My experience spans several years, during which I have gained a deep understanding of process workflows, quality metrics, and effective audit methodologies. Key Achievements 1. Process Optimization: Successfully identified and implemented process improvements that increased operational efficiency by 20%, reducing errors and enhancing overall quality. 2. High Accuracy Rates: Consistently achieved and maintained an accuracy rate of over 95% in auditing tasks, demonstrating a strong commitment to precision and quality. 3. Effective Escalation Management: Developed and executed a robust Root Cause Analysis (RCA) framework.

## Work Experience

### Quality Auditor

RANDSTAD

10/2023 - 11/2024

I am responsible for auditing, specifically focusing on interview tickets that are scheduled on a daily basis. I have excellent knowledge of the process and, in my audits, I ensure that interviews are scheduled for the correct time with the appropriate interviewer, while also maintaining a positive candidate experience. Additionally, I handle escalations using root cause analysis (RCA) and aim to close these within 24 hours. I am also responsible for preparing reports and other related tasks.

## Education

 **B.Com - Commerce**

2023

Chhatrapati Shahu Ji Maharaj University (CSJMU)

Grade - Pass