

VILMA LOBO

Quality Analyst

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+ Sharjah, United Arab Emirates



EXPERIENCE

Sr. Transaction Processing Officer (Quality Analyst)

MPHASIS AN HP COMPANY

IT Company which works for and takes up IT Projects, Tech Support Contracts

~ 05/2017 - 12/2020 + Mangalore, India

- 3.7 years of experience.
- **Strive to meet high customer service levels** by processing incoming requests efficiently and in accordance with procedures and policies to meet Service Level Agreements.
- **Monitored and performed quality checks** and provided actionable insight.
- Delivered **Feedback, coaching and Training**.
- Provide feedback to call centre team and managers.
- Participated in **customer and client listening programs** to identify customer needs and expectations.
- Keep informed on all changes to products and services, rules and regulations to ensure accurate processing of documents and perform accurate quality assurance checks.
- Prioritize and organize workload based on risk/severity and documents required to **ensure deadlines are met according to policies and procedures and service level agreement**.
- Train new incumbents and/or temporary staff on procedures and guidelines to **ensure transfer of knowledge and consistency in process**.
- Successfully met the requirements of **Quality Coach Certification**.

APPRECIATIONS:

- Summit Award for Best Performance.
- Employee of the Month.
- Award for Subject Level Expert

TOOLS USED: CRM, Cause-and-effect diagram, Pareto chart.

Technical Trainee

Diya Systems

IT Company which works for and takes up IT Projects, Tech Support Contracts

~ 08/2015 - 01/2016 + Mangalore, India

- Providing support for customer hosting specific issues including debugging customer sites to aid in problem resolution as well as customer initial setup of sites.
- Maintaining a highly available environment to minimize interruption to customers.
- Assisting in maintaining internal corporate systems.
- Including corporate email, messaging, websites.
- Researching competitive product offerings and recommending changes to existing products or new additions.

INTERNSHIP

Intern

A1 logics

- Successfully completed the internship at A1 logics and showed logical and analytical skills.
- Studied software development life cycle.
- Developed calculator application for desktop encompassing Software Development Life Cycle using Visual Studio 2008.

BUSINESS SKILLS:

- Customer Service, Client and Team Management.
- Solution Building, Evaluation, Analysis and Problem Solving.
- Innovative and highly adaptive to new ideas.
- Flexible and Responsive work style.
- Excellent Communication Skills.

EDUCATION

Academic details

- Bachelor of Engineering from Srinivas Institute of Technology, Mangalore.
- 12th from Carmel Convent Composite PU college.
- SSLC from Infant Jesus English School ,Modankap.

Study program

- Trained on Quality Assurance this includes Manual and Automation testing.
- Expertise in both manual and automation testing of Web and Mobile based applications.
- Expertise in automating test cases with Selenium using Java. Experience in working with open source tools Selenium with Java, Eclipse.
- Experience in analyzing bugs and track the bugs till closure.

Personal projects

- Biometric enabled smart ration distribution system to avoid black-marketing using C#, the distribution details are stored in database.
- 2D car race: OpenGL inbuilt functions and C language for the implementation.

ACHIEVEMENTS

- Volunteered for the national level fest held in the college and managed things well.
- Undergone training under the Infosys Campus Connect Soft Skills Program at our Institution.
- Participated in Information Science, Analysis and Presentation (ISAP) seminar on the topic Radio Network Controller for 3G Mobile.

PERSONAL PROFILE

- Nationality : Indian
- Marital Status : Married
- Date of Birth : 5th September 1993
- Passport details : M4062834 valid upto 3/12/2024
- Visa Status : Visit Visa Valid upto 10/3/2021
- Language Skills :English, Hindi, Kannada.