

Alka Sharma

Quality Assurance

Address Jamshedpur India

Phone 9620964000

E-mail alka.sharma0226@gmail.com

LinkedIn <https://linkedin.com/in/alka-sharma-2992a745>



In pursuit of advancing opportunities in Quality Monitoring, Audits, and the Mortgage & Banking sectors, I am a Quality Assurance Analyst with six years of experience in quality audits and process improvement. I am passionate about the belief that the quality of an organization is fundamental to its growth and success, particularly for those aiming to scale and achieve higher profitability. My determination lies in identifying strengths and opportunities within processes to enhance productivity and profitability. I am an ISO 9001:2015 Certified Lead Auditor, with extensive knowledge of Six Sigma methodologies, the mortgage and banking domain, and internal quality monitoring.



Skills

- ISO (9001:2015 Certified Lead Auditor : BSI
- Six Sigma Black Belt : Cross Border Bangalore
- Ongoing : AZ 104 cloud computing : <https://cloudacademy.com/>
- AI & Chat GPT : Growthyfi



Work History

Jun 2022 - Current **Small Scale Industry (Business Handling)**

Sevenstr Technocraft Pvt.Ltd, Jamshedpur

End to End Business Handling

Apr 2011 - Aug 2016 **Quality Assurance Analyst**

Altisource Business Solutions , Bengaluru

- Conduct comprehensive reviews for Valuation Operations, Vendor Management Operations, Real Estate Owned Operations, and Online Marketplace.
- Identify process gaps and opportunities, devise remediation plans, and report findings to Business Units. Provide recommendations to reduce process variation and eliminate errors.
- Track and manage action plans and timelines specified by business units for implementing remediation strategies.
- Monitor progress of recommended process audits, developing reports to highlight trends and opportunities for improvement.

- Facilitate calibration sessions between Operations Analysts and Quality Analysts to ensure consistency and accuracy.
- Develop and prepare Standard Operating Procedures (SOPs) for various business operations.
- Assign daily workflows to the QA team, ensuring timely completion of tasks.
- Prepare performance summary reports for business units and conduct meetings with Business Unit leaders and executive management to highlight areas for improvement.
- Communicate effectively with all levels of staff and management within the organization, escalating unresolved issues to Senior Management and collaborating to resolve them.
- Collaborate with Quality Assurance Management to develop project plans addressing opportunities identified through process audits.
- Assist in implementing changes or modifications to the Quality Assurance department's evaluation processes.
- Provide management with timely reports documenting observations and findings from audits.

**Sep 2009 -
May 2010**

Technical Support Associate

First Source, Bengaluru

- Managing a team of representatives offering customer support.
- Taking Customer calls & resolving query
- Handling escalation calls
- Supporting and Training OJT teams on the process and new hires associates
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Monitoring the work of individual representatives and of the team.
- Conducting quality assurance surveys with customers and providing feedback to the staff.
- Possessing excellent product knowledge to enhance customer support



Education

Jun 2009

BBA: Human Resources Management

PES College of Management - Bengaluru