**Customer Service Quality Assurance**

**Apply Now**

Company: Infosys BPM

Location: Indianapolis

Category: other-general

**Workforce Analyst**

**Quality Analyst**

In the Quality Analyst role you will conduct process audits, deploy designed processes, analyze and report performance on quality. Support and implement de-risking plans for the process. Share and document best practices. Conduct RCAs on transaction monitoring to create action plans to reduce errors and improve service delivery. Monitor transactions and calls for compliance and highlight any failures to the team concerned. Provide feedback to the agents, based on the findings of the monitoring. Participate in calibration processes with clients.

**Responsibilities**

- collate and analyze performance data on quality

- process audits, identify gaps in execution process steps, and provide feedback to agents / TLs

- key areas of improvement and prepare action plans specific to each area

- huddle packs based on the RCAs completed

- and implement sampling plan, conduct calibration session and feedback session

in calibration sessions with the Client and provide RCA for weak performances

awareness by training and bringing visibility to Risk quality initiatives in the engagement

and analyze customer complaints and escalations. Report and act on the corrective actions for all the complaints and escalations

and track implementation of corrective actions to ensure process continuity and stability

the knowledge data base is up to date and conduct regular floor audits to measure awareness

on adherence to compliance in transaction monitoring and highlight failures to stake holders

## Basic Requirements

4 years of relevant experience as a quality auditor

diploma, GED or equivalent

to work in rotational shifts

## Preferred Requirements

in process excellence, operational excellence and transactional quality

to negotiate, good presentation skills and Client Interfacing

## About Us

Infosys BPM Limited, a wholly owned subsidiary of Infosys Limited (NYSE: INFY), provides end-to-end transformative business process management (BPM) services for its clients across the globe. The company's integrated IT and BPM solutionsapproach enables it to unlock business value across industries and service lines, and address business challenges for its clients. Utilizing innovative business excellence frameworks, ongoing productivity

improvements, process reengineering, automation, and cutting-edge technology platforms, Infosys BPM enables its clients to achieve their cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

Infosys BPM has 42 delivery centers in 16 countries spread across 5 continents, with 57,908 employees from 124 nationalities, as of June, 2023.

The company has been consistently ranked among the leading BPM companies globally and has received over 60 awards and recognitions in the last 5 years, from key industry bodies and associations like the Outsourcing Center, SSON, and GSA, among others. Infosys BPM also has very robust people practices, as substantiated by the various HR-specific awards it has won over the years. The company has consistently been ranked among the top employers of choice, on the basis of its industry leading HR best practices. The company's senior leaders contribute widely to industry forums as BPM strategists.

**EOE/Minority/Female/Veteran/Disabled/Sexual Orientation/Gender Identity/National Origin**

**Infosys is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, spouse of protected veteran, or disability.**

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