**[QA Analyst](https://www.postjobfree.com/resume/adt1v9/qa-analyst-fairfax-va)**

**Location:**Fairfax, VA

**Posted:**December 14, 2022

**Contact Info:**

[sanpreet.jori@gmail.com](mailto:sanpreet.jori%40gmail.com?subject=QA%20Analyst)

[703-595-9366](tel:+1-703-595-9366)

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**Resume:**

SANPREET SINGH

sanpreet.jori@gmail.com (703) 595 9366

EDUCATION

GEORGE MASON UNIVERSITY FAIRFAX, VA

Bachelor of Arts, Leadership and Organizational Development Expected Graduation: May 2023

Relevant Coursework: MGMT 321: Human Resource Management

Leadership: President - GMU Bhangra, Finance VP Sikh Student Association, Personal Trainer GMU Recreation

PROFESSIONAL EXPERIENCE

ID.ME MCLEAN, VA Quality Assurance Analyst November 2021- June 2022

Reviewed 15+ specialists calls daily by measuring their skills in areas such as product knowledge and customer service; monitored trends for teams and individuals and reported key themes to Management

Worked with 5 Identity Specialists and Customer Support Agents whose productivity and engagement benchmarks dropped below 80% by developing, monitoring, and coaching their performance improvement. All 5 successfully completed their plans and met or exceeded benchmarks in subsequent quarters

Leveraged consultive approach to understanding customer specific workflow challenges. Identified and presented findings to specialists and agents to improve clients identification experiences, increasing daily productivity by 20%

Trained 30+ colleagues on new quarterly software feature releases, resulting in no reduced productivity

Partnered cross-functionally with HR to launch employee experience programs across the Identity and Customer Support departments. Served as lead of Quality Assurance teams program including planning monthly events

Identity Specialist November 2020- November 2021

Delivered exceptional service through real-time chats/calls (avg ~ 40 daily), onboarding clients, verifying identities, and answering client. Consistently ranked top of peer group (7 consecutive months) in client satisfaction and engagement quality

Supported management and HR recruiter to update department-wide talent hiring plan to ensure adequate staffing levels for newly procured contracts including conducting 20+ peer interviews, revising roles descriptions and updating onboarding documents and trainings

Championed the development of client service best practices and presented them to Leadership, led to updates to Specialists scripts, training materials and a reduction in customer escalation rate by 10% within the first 2 months of implementation. First in the Analytics start class of 20 to be promoted to Analyst

OURISMAN TOYOTA FAIRFAX, VA Automotive Sales Consultant May 2019- June 2020

Supported monthly sales consultants orientation sessions and subsequent trainings including thorough explanation of benefits, responsibilities, timesheet, sales and payroll reporting

Maintained a strong and extensive knowledge base of 14 vehicle models including new trims, features, and ongoing financial or promotional incentives. Exceeded monthly sales KPIs by at least 30% from September 2019 to June 2020

Created comprehensive records and analysis of individual customers preferences and planned next steps including prospecting new business opportunities within existing account coverage and generating quality leads across ancillary Toyota products

Cold-called 10+ potential clients daily with a closing rate of 20%-25%

RELEVANT VOLUNTEER EXPERIENCE

GURU ANGAD INSTITUTE OF SIKH STUDIES (501(c)(3) STERLING, VA Executive Administrator to Board of Directors March 2019 - March 2022

Managed all key donor accounts (10+), ensuring transparency through quarterly financial reporting and summary report from bi-annual board meeting. Planned bi-annual board meeting including reservations, compilation of materials across all workstreams and dissemination of discussed decisions and action items

Volunteer Coordinator January 2017-March 2019

Led the volunteer recruitment efforts such as forecasting workforce requirements e.g., summer camp and interfaith events, conducting interviews, onboarding training and scheduling hours

SKILLS

Skills: Google Suite, Microsoft Office Suite, Onboarding, Performance Management, Recruitment, Training