**Varsha Baid**

(+91)9711382322 Varshabaid1991@gmail.com

**Career Objective**

Improve company performance through enhanced quality standards; deploying strong, long-term QA integration strategies.

 **Educational Qualification**

**BSc (IT) from Kuvempu University**

**GNIIT from NIIT Software Engineering**

**Class X11 from NIOS**

**Class X from CBSE Board**

**Technical Skills**

* **Languages: C**
* **Scripting Languages: HTML**
* **Packages: MSOffice**
* **Citrix and Viper Environment**

**Work Experience**

* **I HAVE 4 YEARS OF EXPERIENCE working in Health care sector.**
* **I worked at IBM Daksh (Concentrix) in Cigna process.**
* **I started my career as a Claim processor (Skill 1, Skill2) and here my task was to process the claims of high and low dollars.**
* **I was promoted to Ring fencing. Here in Ring fencing my task was to audit the claims.**
* **I was promoted to Band Five, Quality Analyst and here my task was to handle team and give training to the team members.**

**Key Responsibilities:**

* Have monitored, evaluated and audited cases.
* Participated in periodic audits of existing processes to determine process control and efficiencies and designed to improve overall contact quality and recommend changes.
* Responsible for preparing and providing feedback to supervisor.
* Participated in internal and external calibrations.
* Identifying operational / training issues and helping the team in fixing these gaps.
* Mentored Juniors (Skill -1/2) , Sub-lead Role.

**Strengths**

* **Dedicated team player and Punctual.**
* **Flexible and Resourceful.**
* **Program solving and decision - making.**
* **Collaborative.**

**Personal Details**

* + **Father Name: Sudeep Baid**
	+ **Mother Name: Sushila Baid**
	+ **Date of Birth: 08/06/1991**
	+ **Nationality : Indian**
	+ **Gender: Female**
	+ **Languages : Fluent in English, Hindi**
	+ **Hobbies: Listening to music, Travelling and Business**

**Declaration**

**I hereby declare that the above information is true to the best of my knowledge and belief. I sincerely thank you for taking my résumé into consideration.**

**Joining Date ( CNX) – 30th June 2014 & Leaving Date – 21st June 2018.**

**Date : / /201 Place : Bengaluru [Varsha Baid]**