HEEREN DODIA

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Quality and Operations professional with 10+ years of experience in multi-channel quality assurance, performance management and customer experience across BPO and EdTech environments. Strong expertise in audits, calibration, PIPs, reporting and process improvement. Recently completed a Postgraduate Program in Data Science from IIIT Bangalore to strengthen analytics and reporting capabilities. Actively seeking leading Quality, Operations or Customer Experience roles where data-driven insights and process excellence can drive measurable business impact.

Work Experience

Customer Service Representative

Tech Mahindra Limited-Mumbai

September 2025 to Present

Handle customer queries for Australian clients related to billing, payments, modem delivery and service cancellations. Ensure accurate resolution and compliance with service standards and customer experience guidelines. Maintain detailed case notes and coordinate with internal teams to resolve customer issues efficiently.

Senior Quality Analyst

upGrad-Mumbai & Ahmedabad

January 2021 to May 2025

Led end-to-end quality audits across 7 teams and 80+ counsellors, delivering structured feedback and performance insights. Partnered with operations and training teams to drive continuous improvement initiatives. Monitored quality trends and improved bottom-performer metrics through performance improvement plans (PIPs) and targeted training programs. Supported multiple operational verticals including Onboarding, IBCC, Inbound Chat, Domestic Chat & Email, Document & Refunds, and International Learner Experience. Designed onboarding and email quality scorecards, audit frameworks and quality governance processes. Trained new hires and quality analysts (NHIT) and conducted mock certifications to standardise QA practices. Identified critical process gaps related to penalties, grading and immersion workflows and updated scripts to improve learner experience.

Quality Analyst

Cognizant Technology Solutions-Mumbai

August 2018 to September 2020

Conducted call quality audits for two teams (30+ FTEs) and identified top defect drivers. Prepared and maintained quality dashboards, audit reports and defect trackers for leadership review. Delivered calibration sessions and refresher training on process and policy updates. Supported underperforming agents through structured improvement plans and coaching.

Connection Manager

Cognizant Technology Solutions-Mumbai

August 2017 to July 2018

Managed Telstra small business customer appointments and coordinated broadband installations with NBN. Handled fault resolution, appointment rescheduling and cross-functional coordination. Promoted to Quality Analyst role based on consistent performance and ownership.

Senior Customer Service Representative

Tech Mahindra Business Services-Mumbai

June 2010 to February 2015

Delivered Tier-1 technical support for Apple and Android devices and network-related issues. Managed end-to-end case resolution including troubleshooting, handset replacement and repair coordination. Trained new joiners and supported team leaders with reports, training material and performance improvement plans. Consistently achieved monthly KPIs and supported customer experience initiatives.

Education

Data Science (Postgraduate Program)

International Institute of Information Technology, Bangalore-Bangalore, India

January 2023 to December 2024

Bachelor of Commerce

Vinayaka Missions University

January 2010 to March 2014

Skills / IT Skills

- Tools & Languages: Salesforce, Freshdesk, HubSpot, SharePoint, Telstra Systems, Google Workspace, Microsoft 365 | English, Hindi, Marathi, Gujarati
- Quality & Compliance: Multi-channel audits (voice, email, chat) calibration governance and quality framework adherence
- Process & Training: SOPs, audit playbooks, communication scripts, NHIT, mock certifications and refresher training
- Stakeholder & CX Enablement: Cross-functional collaboration, calibration reviews, service gap analysis and experience improvement
- Performance Management: Scorecards, structured feedback and Performance Improvement Plans (PIPs)
- Reporting & Analytics: Quality dashboards, defect tracking, trend analysis and performance reporting

Online Profile

https://www.linkedin.com/in/heeren-dodia/