

# RITHIKA MATHEW

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## OBJECTIVE

Proficient Quality Analyst with experience handling and resolving critical quality problems using research abilities. Strong analytical, organizational and planning abilities. Consistently works with minimum supervision. Independent and self-directed.

## WORK EXPERIENCE

**Concentrix Daksh Services India Private Ltd (Bangalore, India)**

**Dec 2018 - May 2025**

**Job Position:- Senior Quality Analyst**

- Monitoring customer interactions with the organization to identify areas of improvement (e.g. service accuracy, customer experience, etc.)
- Implementing and evaluating operational processes and procedures
- Trained new Quality Analysts on established procedures and techniques used in assessing product quality.
- Analysing customer feedback and making recommendations for improvement
- Performed root cause analysis of reported defects and developed corrective action plans accordingly.
- Developing and executing test plans.
- Monitoring and enhancing the quality of products and services.
- Helping organizations build and maintain a reputation for excellence.
- Conducting quality inspections, audits, and tests to identify defects or problems in products or services.
- Reviewing and analysing data.
- Providing accurate feedback.
- Collaborating with different departments to meet quality standards

**Mphasis (Mangalore, India)  
2014**

**Sep 2011 – May**

**Job Position:- Senior Technical Support Engineer**

- Identifying Quickly addressing user inquiries and technical problems to minimise downtime and maintain productivity.
- Identifying and analysing recurring issues to implement effective solutions and prevent future occurrences.
- Creating and maintaining a comprehensive knowledge base to facilitate quicker resolutions and improve service delivery.
- Collaborated with engineering and product teams to identify and rectify recurring technical issues.
- Replied to customer queries via email, messaging systems and support ticket platforms.
- Assist with service desk operations such as ticket management and monitoring.
- Provide status updates to customers on the progress of their issue resolution.
- Collaborate with other technical support team members to resolve customer issues in a timely manner.

## EDUCATIONAL QUALIFICATION

- Sikkim Manipal University :- Master of Business Administration (Human Resources) – 2012-2014
- St. Aloysius Autonomous College :- Bachelor of Commerce - 2008-2011
- St. Aloysius College :- PUC- 2006-2008
- St. Aloysius School :- SSLC – 2006

## PERSONAL AND PROFESSIONAL SKILLS

- Critical thinking
- Problem solving
- Oral and written communication
- Time management
- Active listening skills
- Interpersonal skills
- Leadership skills

## ACHIEVEMENTS & AWARDS

Awarded as a best performer for the quarter for maintaining 100% quality. On-time delivery and quick TAT, multi task. Assist in conducting various training and sharing updates, Preparing EOD reports. \* Received positive feedback from Management and Clients for the Quality work. Awarded for 6 years of dedicated service and impactful contributions at Concentrix, reflecting long-term commitment and consistent excellence.

## PERSONAL DETAILS

- Language Known:- English, Kannada, Hindi, Konkani, Tulu
- Date of Birth :- 26/Sep/1990
- Marital Status :- Unmarried
- Nationality :- Indian