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Quality Analyst

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Company: TaskUs

Location: Medellín

Category: computer-and-mathematical

About TaskUs: TaskUs is a provider of outsourced digital services and next-generation customer experience to fast-growing technology companies, helping its clients represent, protect and grow their brands. Leveraging a cloud-based infrastructure, TaskUs serves clients in the fastest-growing sectors, including social media, e-commerce, gaming, streaming media, food delivery, ride-sharing, HiTech, FinTech, and HealthTech.

The People First culture at TaskUs has enabled the company to expand its workforce to approximately 45,000 employees globally. Presently, we have a presence in twenty-three locations across twelve countries, which include the Philippines, India, and the United States.

It started with one ridiculously good idea to create a different breed of Business Processing Outsourcing (BPO)! We at TaskUs understand that achieving growth for our partners requires a culture of constant motion, exploring new technologies, being ready to handle any challenge at a moment's notice, and mastering consistency in an ever-changing world.

What We Offer: At TaskUs, we prioritize our employees' well-being by offering competitive industry salaries and comprehensive benefits packages. Our commitment to a People First culture is reflected in the various departments we have established, including Total Rewards, Wellness, HR, and Diversity. We take pride in our inclusive environment and positive impact on the community. Moreover, we actively encourage internal mobility and professional growth at all stages of an employee's career within TaskUs. Join our team today and experience firsthand our dedication to supporting People First.

The Quality Analyst is responsible for creating an end-to-end test plan including quality metrics;

executing the plan and managing all activities in the plan to ensure that all the objectives are met and that the solution works as expected. The solution should be tested in terms of functionality, performance, reliability, stability, and compatibility with other legacy- and/or external systems.

Roles and Responsibilities:

Audit calls/interactions/transactions for aligned agents

Coach agents for performance improvement

Report performance for aligned span on a daily/weekly/monthly basis

Provide inputs, basis audits, for briefings and training need identification

Partner with TLs in leading Team Meetings for metric improvement

Participate in strategic projects for the campaign/LoB

Identify and escalate any potential quality issues per defined process

Isolate and report defects; verify defect fixes

Suggest process/system improvements based on common customer concerns

Accomplish other responsibilities assigned by management

Drive quality initiatives, contests and campaigns for the assigned span

Be updated on knowledge and serve as SME for the campaign/LoB

Technical skills & Qualifications:

Bilingual in English & Spanish with a minimum B2 proficiency in English.

At least 2 years in college (BS or BA preferred)

Minimum of 1-year experience as Quality Analyst (preferred)

Basic excel/google sheets skills

Problem-solving skills

Preferably familiar with application of basic quality tools such as cause and effect, histogram,

correlation etc.

Soft skills:

Strong customer centricity

Ability to provide constructive feedback in an assertive manner

Good written and verbal communication skills

Logical thinking

Ability to manage conflicts

Attention to detail

Ability to work with minimal supervision and demonstrate initiative and good judgment

Versatility and ability to work on multiple projects

Ability to establish and maintain effective working relations with a wide variety of individuals

Ability to work with a diverse team

Continuous improvement mindset

Personality traits required:

Clear thought process

Ability to clearly articulate

Highly conscientious and diligent

Assertiveness

How We Partner To Protect You:TaskUs will neither solicit money from you during your application process nor require any form of payment in order to proceed with your application. Kindly ensure that you are always in communication with only authorized recruiters of TaskUs.

DEI:In TaskUs we believe that innovation and higher performance are brought by people from all walks of life. We welcome applicants of different backgrounds, demographics, and

circumstances. Inclusive and equitable practices are our responsibility as a business. TaskUs is committed to providing equal access to opportunities. If you need reasonable accommodations in any part of the hiring process, please let us know. We invite you to explore all TaskUs career opportunities and apply through the provided URL .

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