

# SANTOSHANAND GUPTA

Faridabad, Haryana – 121005 | nandsantosha@gmail.com | +91 9990846686

LinkedIn: [linkedin.com/in/santoshanand-gupta-5b8a26110](https://www.linkedin.com/in/santoshanand-gupta-5b8a26110)

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## Professional Summary

Quality Analyst and Team Leader with 9+ years in international voice and technical support and 7 years in Salesforce Service Cloud/CRM. Proven expertise in leading teams, auditing calls and cases, managing SLA compliance, improving CSAT/NPS, and optimising processes. Skilled in collaborating with global stakeholders, implementing QA frameworks, and leveraging AI-driven tools to enhance operational excellence.

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## Core Competencies

- **Quality & Compliance:** QA frameworks, RCA & CAPA, SOP creation, ISO/PCI audits
  - **Voice & Technical Support:** International support, escalations, AHT/FCR management, CSAT/SLA monitoring
  - **Salesforce Service Cloud:** Case lifecycle management, workflow automation, escalations, SLA tracking, knowledge management
  - **Operations & Process Excellence:** Team mentoring, reporting & analytics, process improvement
  - **Tools & Technologies:** Salesforce Classic & Lightning, JIRA Cloud, Excel (Pivot/MIS), Tableau/Power BI (Basic), Chorus AI, ChatGPT AI, Perplexity, Gemini
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## Professional Experience

### CareerBuilder LLC – Noida, Uttar Pradesh

*Quality Analyst (Salesforce Service Cloud) | Apr 2019 – Aug 2025*

- Led international voice and CRM support teams, reporting to directors and aligning with global stakeholders to ensure SLA compliance and service excellence.
- Conducted in-depth call and case audits, maintained QA scorecards, and provided actionable feedback, driving performance improvement and SOP adherence.
- Designed and implemented RCA and CAPA processes, reducing recurring errors and improving team efficiency by 30–35%.
- Mentored and coached team members through workshops, one-on-one sessions, and performance reviews, improving productivity and skill levels.
- Managed Salesforce Service Cloud operations: case lifecycle management, workflow automation, escalations, SLA tracking, and management reporting.

- Oversaw high-priority client escalations, ensuring timely resolution and consistently achieving CSAT/NPS targets.
- Developed and optimised SOPs, training modules, and knowledge base content, reducing onboarding time and improving team accuracy.
- Leveraged AI tools (Chorus AI, ChatGPT, Perplexity, Gemini) to analyse call/case transcripts, provide insights, and automate QA processes.
- Collaborated cross-functionally with product, operations, and engineering teams to implement process improvements and standardise workflows.

### **Key Achievements:**

- Reduced SLA breaches by 22% and increased reporting accuracy by 30%.
  - Enhanced CSAT/NPS scores through process standardisation, knowledge base improvements, and targeted coaching.
  - Implemented AI-driven QA analytics, accelerating performance insights and issue resolution.
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### **Coracc Technologies Pvt. Ltd. (iTech) – Gurgaon, Haryana**

*Technical Support Engineer (L2/L3) | May 2017 – Sep 2018*

- Supervised international L2/L3 support team, consistently achieving 95%+ CSAT.
  - Managed JIRA CRM for ticketing, audits, escalations, and reporting, improving resolution efficiency.
  - Developed SOPs and knowledge base articles to enhance FCR and reduce repeat incidents.
  - Acted as escalation point for high-severity tickets with engineering teams, ensuring timely resolution.
  - Trained and guided team members on troubleshooting processes and CRM best practices.
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### **Tripster Solutions Pvt. Ltd. – Gurgaon, Haryana**

*Technical Support Associate (L2) | Jan 2016 – Jul 2016*

- Delivered L2 technical support for systems, networks, and applications, resolving issues promptly.
  - Documented recurring technical problems and trained junior engineers to improve FCR and reduce escalations.
  - Assisted in knowledge base development and troubleshooting guides, enhancing team efficiency.
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## **RIMS IT Solutions – Faridabad, Haryana**

*Founder & IT Engineer | Dec 2009 – Oct 2015*

- Founded and managed an IT services business providing system assembly, troubleshooting, and client support.
  - Negotiated vendor contracts, optimized operational costs, and maintained long-term client relationships.
  - Implemented process improvements and IT solutions, increasing service efficiency and customer satisfaction.
  - Provided hands-on IT support, network setup, and hardware/software troubleshooting for clients.
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## **Education**

Bachelor of Arts (Marketing & Commerce) – DAV College, Faridabad, MDU Rohtak | 2007

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## **Certifications**

- Salesforce Service & Sales Cloud CRM Fundamentals – Alison, 2025
  - Lean Six Sigma Green Belt – Alison, 2023
  - CompTIA A+ Certified – Alison, 2023
  - Advanced Diploma in Computer Application, Hardware & Networking – GT Engineering College & NIIT, 2009
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## **Technical Skills**

- **CRM & ITSM:** Salesforce Service Cloud (Classic & Lightning), JIRA Cloud
- **Analytics & Reporting:** Excel (Pivot/MIS), Tableau/Power BI (Basic), Salesforce Dashboards
- **Quality & Compliance:** RCA, CAPA, QA Scorecards, CSAT/NPS, ISO/PCI audits, SOP development
- **AI & Automation:** Chorus AI, ChatGPT, Perplexity, Gemini – QA automation & analytics