

# Juhi Kaul

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## Objective:

In Quest of assignments in Quality Control/Quality Assurance with an Organization of Repute and to establish self as one of the best & well renowned professionals in the field of Quality Management Systems and to provide excellent services to the organization, working for, by honing & sharpening my professional skills simultaneously.

## Synopsis:

- **An incisive professional with 15 +years of experience in Quality & Training.**
- **Certified "LEAD AUDITOR" for PIMS- ISO 27001:2019 from NABET & IRCA- UK.**
- **Certified "LEAD AUDITOR" for QMS-ISO 9001:2015 from NABET & IRCA- UK.**
- **Certified "LEAD AUDITOR" for ISMS-ISO 27001:2022 from NABET & IRCA – UK.**
- **Certified "Six Sigma Green Belt".**
- **Certified "ASSESSOR" Modular Employable Skills, Govt. of INDIA.**
- **Successfully completed CBQA Certification Program (Certified BPO Quality Analyst) by QAI India Ltd.**
- **Proficient in Analyzing Processes, Identifying Improvement Areas and providing expert guidance in implementing techniques for reducing Rejection Level, Rework andConsumption of Resources.**
- **A Self-Starter & an Excellent Communicator with Excellent Analyzing and Problem-Solving Skills.**
- **Successfully completed Leadership & Soft Skills Training by VYAKTITVA Pvt. Ltd.**

## Career Synopsis

- **MacLead Certifications Pvt. Ltd. – Dec 2015 – till Date**
  - **Role:** Lead Auditor and Consultant for various ISO Standards Consultation and preparation of Quality related documents, Quality Manual Standard Operating Procedures (SOP). Conducted internal quality audits while suggesting corrective and preventive actions.
- **Achievement Lab's Management System Institutes**

**Designation: Quality System Facilitator and Auditor–(Mar 2010 – Sep2015)**

**Projects Undertaken:**

  - **REMS (Rail Energy Management System- Indian Railways) - Implementation of QMS (Quality Management System) on ISO - 9001:2015**
  - **SAKALA Mission – Project Lead by Principal Secretary Govt. of Karnataka.**

**Role:** Consultation and preparation of Quality related documents, Quality Manual Standard Operating Procedures (SOP). Conducted gap analysis formats in requirement to ISO 9001:2008. Conducted internal quality audits while suggesting corrective and preventive actions.

- PHAMAX India Pvt. Ltd.
- Co-ordinate and conduct training programs on ISO 9001-2008.
- Modular Employable Skills – Vocational Training Institutes, Bangalore.
- Space Ages India Pvt. Ltd. (Gurgaon)- Machinery Tools and Parts Supplier

**Role:** Consultancy for the implementation of Quality Management Systems according to ISO 9001:2008.

- PTC Techno Pvt. Ltd. (Noida) - Manufacturers / Suppliers plastic molding, sheet metal components etc.

**Role:** Consultancy for the implementation of Quality Management Systems according to ISO 9001:2008.

- Documentation Review and content Development.

- **Vcustomer Service India Pvt. Ltd, New Delhi (Global Operations)**

o **Designation:** Worked as a Group Leader - International Quality & Training Team (Jan 2007 – Dec 2008) & Domestic Training & Quality Team (Jan 2009 – Feb 2010)

**Managing Training & Quality for various out bound/inbound customer service processes**

- Managing & handling client communication to understand the requirements, preparing SOP's & deploying plans to achieve the goals.
- Conducting Audit to check the adherence of the set procedure.
- Undertaking "Transactional Quality Management" approach to set up quality procedures for the processes.
- Data analysis through various tools and techniques to identify the trends & training needs.
- Organizing Internal/External calibrations & taking steps for variance control.
- Preparing/presenting dashboards.
- Handling team of 7 Quality analyst and 4 product trainers which includes the following responsibilities:
  - o Preparing Key Performance Incentives
  - o Preparing Roster
  - o Performance checks on mentors & trainer
  - o Skip level feedback to check/improve team's performance
  - o Motivating the team for better performance
  - o Grooming the Quality mentors and trainers to perform up to the process requirement
  - o Creating motivational & healthy working atmosphere for the team

- **Vcustomer Service India Pvt. Ltd, New Delhi (Global Operations)**

o **Designation:** Quality Team Lead (Jan 2006 – Dec 2006)

- **Vcustomer Service India Pvt. Ltd, New Delhi (Global Operations)**

o **Designation:** Quality Mentor (July 2003 – Dec 2005)

- **Vcustomer Service India Pvt. Ltd, New Delhi (Global Operations)**

o **Designation:** Customer Care Executive (Dec 2002 – June 2003)

### Academics Credentials

Graduation in Commerce: Allahabad University 2005

### Personal Vitae

Date of Birth: October 3, 1980  
Marital Status : Married.

