Ritesh Nitin Soni

Quality & Operations Excellence Manager | GenAI Governance & UAT | Six Sigma (DMAIC)

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Summary

Operations and quality leader specializing in GenAI voice-bot evaluation, automated speech-to-text call auditing, and process excellence. Brings over 9 years running QA governance and vendor operations across insurance, telecom, and BPO sectors. Led teams of 15+ across 6 to 8 partner sites, driving CSAT from 72% to over 90% using DMAIC, root cause analysis, and statistical controls. Experienced in building testing rubrics for conversational AI, catching hallucinations, and executing end-to-end UAT.

Skills

Quality & Process Excellence

DMAIC, 7 QC Tools, Root Cause Analysis, 5 Whys, Fishbone Diagram, Pareto Analysis, FMEA, Statistical Process Control, PACT Analysis, Process Mapping, Six Sigma Methodology

AI & Automation Governance

LLM Output Evaluation, Edge Case Testing, Voice Bot Auditing, Speech to Text Validation, Guardrail Testing, User Acceptance Testing (UAT)

Operations & Vendor Governance

Multi-Site Governance, SLA Compliance, Auditor Calibration, Team Leadership, CSAT Optimization, DSAT Reduction, Coaching Frameworks

Systems & Reporting

Microsoft Dynamics (UCRM), Power BI, Dashboard Reporting, Workflow Design, Nice, X-lite, Ameyo Dialer

Local LLM & Automation (Personal Projects)

n8n Workflow Automation, Local LLM Hosting, LM Studio, Tailscale, RAG (AnythingLLM)

AI-Assisted App Development

OpenCode, Claude Code, VS Code, Google Antigravity, Netlify, Git Deployment

Experience

HDFC Life Hybrid

Deputy Manager – Quality & Training Operations Sep 2023 – Jun 2026

- Ran quality and training operations across 6 to 8 outsourced BPO vendor sites, covering life insurance persistency across 8 lines of business.
- Led a 15-person team and used DMAIC, root cause analysis, and PACT frameworks to push CSAT from 72% to over 90%.
- Built AI voice bot testing rubrics (variance <5% vs senior auditors) and deployed speech-to-text checks auditing 100% of calls.
- Owned vendor quality performance directly, hitting 110% of deep lapse persistency target, 101.5% renewal collections, and beating surrender aversion targets.

Conneqt Business Solutions Remote

Senior Quality Analyst Feb 2022 – Sep 2023

- Handled quality governance and training across non-voice and outbound escalation teams, including client accounts like Tata CLiQ.
- Ran a 100% audit program on dissatisfied customer interactions (DSAT), taking resolution desk CSAT from 78% to 97%.
- Used root cause analysis and PACT methodology to fix operational bottlenecks across legal, finance, and seller onboarding.
- Led monthly performance reviews with client leadership to track SLA compliance and quality trends.

Reliance Jio (via RSMSL) Remote

Senior Quality Analyst Jan 2020 – Feb 2022

- Managed a team of 5 quality analysts across 3 delivery centers, covering inbound, digital, and retention queues for JioFiber.
- Ran quality calibrations across vendor sites, reducing audit variance and enforcing SLA compliance on escalation desks.
- Led digital self-service QA governance, collaborating with product teams to resolve repeat complaint drivers.

Conneqt Business Solutions On Site

Senior Quality Analyst Jan 2019 – Oct 2019

- Ran quality monitoring and performance coaching for real estate sales teams supporting Lodha Developers, bringing average business quality to 93%.

Shriram Value Services On Site

Quality Analyst (Acting Team Lead) Aug 2017 – Nov 2018

- Served as acting lead for 8-member collections team; built dispute-resolution SOPs using 7 QC tools and root cause analysis.

Eureka Outsourcing Solutions On Site

Quality Auditor Apr 2016 – Mar 2017

- Handled omnichannel quality audits for hospitality accounts and ran root cause analysis on critical escalations.

Projects

Logpile Jun 2026 – Present

- Built and shipped Logpile (v1.1.0), an offline PC game launcher, directing AI coding agents with functional specs and prompt logic.
- Designed the local SQLite database and file parser to index Steam, Epic, and GOG libraries without telemetry or network pings.
- Hit strict performance targets: under 110ms cold start, zero background CPU/GPU usage, and a 111 MB installer.
- Deployed product landing page on Netlify with automated Git deployment pipelines and released the app under the MIT license.

GenAI Call Audit Automation (HDFC Life) Sep 2023 – Jun 2026

- Built edge-case testing matrices across 40+ conversational scenarios and established scoring rubrics for enterprise voice bots across accuracy, compliance, and hallucination rates, keeping score variance under 5% against human master auditors.
- Deployed cloud speech-to-text (STT) pipelines and LLM-based evaluation prompts to ingest and audit 100% of connected calls, shifting QA analysts from manual sampling to targeted agent coaching.

Complaint Portal Optimization (Jio) Jan 2020 – Feb 2022

- Led Six Sigma DMAIC redesign of the online complaint portal, cutting inbound call volume by 15% and lifting portal CSAT by 25% within three months.
- Used customer feedback data to retrain automated chatbot answers, lifting bot satisfaction scores by 35% within 6 months.

Education

Janardan Rai Nagar Rajasthan Vidyapeeth B.Tech
Electronics and Telecommunication 2014 – 2017

Certifications

Six Sigma and the Organization (Advanced) Nov 2021
Kennesaw State University (Coursera)

- Focused on DMAIC project execution, lean principles, process capability, and 8D problem solving.

Six Sigma Principles Sep 2021
Kennesaw State University (Coursera)

- Focused on core Six Sigma tools, DMAIC stages, and quality management basics.

Languages

English, Hindi, Gujarati, Sindhi, Kutchi - Fluent, Marathi - Working knowledge