

# Jothirajan M.A

Contact No: +91 9943917989

Email-Id: jothirajan235@gmail.com

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## CAREER OBJECTIVES:

To work in a progressive organization and provide them with the best of results through hard work and dedication.

## PROFESSIONAL EXPERIENCE:

**Cognizant Technology Solutions (June 2017 - Till date) –as Senior Process Executive**

## PROFILE SUMMARY:

- **6.9 years** experience in **Mortgage** process.
- Working in **Quality Control (QC)**
- Validating the deliverables of the team
- Enhancing the team quality
- Worked under **Business analysis team and Automation team**

## ROLES AND RESPONSIBILITY:

- Maintaining the customers tickets were raised in Salesforce.Com and assigned to team members then it should be resolved and finally have to give the explanation to customers thru email.
- Searching the documents related to real estate (Deed, Mortgage, lien, Foreclosure) using netronline.
- We provide services like technical support, collection of data feeding, Quality check & Title search.
- Worked in some confidential counties which required In-depth clarity in process. Delivering Satisfactory Quality Outputs within *SLA*.
- Prepare the daily completion report for client review.

## AUDIT POST CLOSING SIGNING PROCESS:

- As a Doc auditor our job is to cross verify all the lender and recordable documents, If we found any defects on that we will send an email to client and update the delay event in the system.
- Worked on Conventional, VA and FHA loans
- Giving Approval for Next Level (funding)
- Accurate and timely review of all loan documents. Accurate and timely reconciliation of all fees and figures relating to each loan.
- Verifying and uploading information to the application.
- Establish good working relationships with all Customers and Representatives in assigned area.
- Providing Quality Customer Service.
- Update and Maintain Productivity with 100% Quality.
- Responsible for Providing Error free Processing with in TAT

### **Subordination Process:**

- We request required documents from client.as per the subordination requirement form.
- Once we receive the requested documents from client, We have to cross verify all the information from that document with client system.
- Perform Audit and QA check on the orders worked by the team.

### **REWARDS & RECOGNITION:**

- Recognized as Spot light & Unicorn rewarded for the bestperformer of team in Cognizant.
- Game changer award and rewarded for the bestperformer of team (QC) in Cognizant.
- Bestperformer of the team - 2023 (Cognizant).

### **TECHNICAL SKILLS:**

- Title Search.
- Netro online.
- E Mail Handling with Management and Clients

### **ACADAMIC PROFILE:**

- **M.B.A HR Management** from (BharathiarUniversity-DSE) with 63%
- **Bachelor of Computer technology B.Sc. (CT)** from **Kg College Of Arts And Science** (Bharathiar University) with 61.4%
- **HSC** from Erode Hindu Kalvi Nilayam with 66%
- **SSLC** from Saru Matriculation Higher Secondary School with 74.4 %

### **EXTRA CURRICULAR ACTIVITIES:**

- Captain of state kabaddi team & college team & member in cognizant kabaddi team
- Participated in outreach events
- District weight lifter
- Received governor award in scout & guides
- Brown belt in karate

### **PERSONAL PROFILE:**

Father's Name	:	Mr.M.S.Arul
Date of Birth	:	20/09/1996
Gender	:	Male
Marital Status	:	Married
Positive Traits	:	Quick Learner, Self-Motivated, Good Communication
Languages Known	:	Tamil, English (Read, Speak, Write)

### **DECLARATION:**

I declare that the information presented above is true to my best of knowledge.

Date:

**Jothirajan M.A**