**Parthiban V**

Bangalore, KA 560016

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Aim to be associated with a progressive organization to obtain challenging and growth oriented in an enterprise. Eager to utilize skills and knowledge gained through 11 years of experience in various processes. Practical, disciplined &self-motivated with excellent interpersonal, communication & organizational skills and driving overall improvements with utmost accuracy.

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**ORGANIZATIONAL EXPERIENCE:**

**First American India Pvt Ltd – Apr 2016 –May 2020**

Role: Senior Process Associate

Worked in “First American India Pvt Ltd” for 4 years (2016-2020) as Senior Process Associate and Acting Team Leader on an extended role from past 15 months. Work experience includes.

**PROJECTS:** Handling a US Mortgage process

* Comply excellent knowledge of mortgage foreclosure process and procedures in multiple Clients.
* Highly skilled in data analysis, management and daily reporting Ability to handle multiple tasks and maintain confidentiality.
* Handling complete training for the new joiners.
* Daily internal QC, Completion Report, Weekly/Monthly meeting with Clients and SLA report.
* Refresher Training, Feedbacks, Team Building for the team
* Periodic weekly meetings with team to discuss team’s scorecard, SLA and Timelines.
* Responsible for planning daily volumes/resource allocation for coping up with SLA and TAT with daily audits.
* Attained and participated in meetings with top management.

**Altisource Business Solutions Pvt Ltd – July 2010 – Dec 2015**

Role: Senior Specialist

* Initial Default Notification: When a borrower misses a mortgage payment, the lender or servicer typically sends a Notice of Default (NOD) after a specified period, which can vary by state (usually after 90 days of non-payment).
* Loan Modification or Forbearance: Before proceeding to foreclosure, the lender may work with the borrower to find solutions, such as a loan modification or forbearance agreement, to avoid foreclosure.
* Documentation and Record Keeping: Maintain accurate records of loan payments, communications, and attempts to reach out to the borrower regarding delinquency.
* Foreclosure Initiation: If no resolution is reached, the lender or servicer initiates the foreclosure process, either through judicial (court-based) or non-judicial (out of court) methods, depending on state laws.
* Excellent time management and organizational skills.
* To handle volume of the entire team and ensure the team meets all their deliverables, involved in quality check.

**Technical Skills:**  K**ey Skills:**

* CRM (Customer Relation Management) \* Good experience in Mortgage
* Microsoft Office Application \* Written communication
* Basics in Computer Applications \* Effective verbal
* Good understanding on Client Management System \* Interpersonal skill

\* Problem-solving skills

**Achievements/Awards:**

* Received Top performer for the consecutive two quarter.
* Awarded for Extra miler.
* Awarded for Emerging talent.
* Awarded for Kaizen idea.
* Appreciation email from Client Relationship Manager in Foreclosure.
* Achieved 100% QA quality for 2.5 years.
* Presented solutions to the top management regarding project-related queries.

**Educational Details:**

* Kristu Jayanthi College (Bachelor of Commerce – Computer Science) – 2007 -2010
* Christ the King School – 2005

# Declaration

I hereby declare that all the above-mentioned particulars are true and correct to the best of my knowledge and belief.

# **(Parthiban V)**