



## Sherin Raj Victor

Address: Pallivila veedu puliyarakonam chowalloor, Trivandrum - Kerala, India.

Email ID: [sherinrajvictor97@gmail.com](mailto:sherinrajvictor97@gmail.com)

Phone: 91- 93532 92851

### Objectives &Targets:

.Results-driven and customer-focused professional with extensive experience in operations, strategic planning, and client satisfaction. Adept at leveraging strong interpersonal and communication skills to build lasting relationships and drive business success. Proven ability to work with urgency, ensuring seamless execution of tasks while maintaining high service standards. Possesses exceptional negotiation skills and a commitment to delivering excellence in every aspect of work. Seeking a dynamic role in a reputed organization to apply my expertise and contribute to its growth.

---

### Profile Highlights:

- Conducted underwriting analysis, reviewing borrower financials, property valuations, and risks.
- Utilized Global Case Management System, Siebel, Jira, and Confluence for workflow management and communication
- Hands-on experience with Reddit, Trustpilot, GSP, and Amazon

### Key Implementation:

- Managed end-to-end reverse mortgage loan processes, ensuring regulatory compliance.
- Assessed loan applications, verified financial eligibility, and provided tailored mortgage solutions.
- Coordinated with borrowers, loan officers, and vendors to streamline processing and enhance customer experience
- Reviewed client-specific instructions, ensuring adherence to First Advantage standards.
- Contacted employers to verify candidate employment details, including salary, job titles, and responsibilities.
- Verified professional licenses, degrees, and employment history for accuracy.
- Used Jira to track, monitor, and manage application bug reports. •
- Communicated with applicants and university registrars to validate transcripts, grading, and credit systems.
- Maintained timely updates with clients on file status and resolution of customer service issues.
- Documented verification attempts, ensuring accuracy and compliance throughout the process.
- Provided technical social media customer support, handling a wide range of global queries and complaints.
- Proficient in managing customer interactions across Facebook, Twitter, Instagram, and other platforms.
- Skilled in MS Word and Excel for documentation and reporting. •
- Hands-on experience with Reddit, Trustpilot, GSP, and Amazon reviews.
- Delivered email and chat support, achieving 100% customer satisfaction in surveys.
- Collaborated with the escalation team to ensure issues were resolved at the appropriate authorization level

### **Organizational Experience:**

- Concentrix

Analyst

07/2019 – 11/2021 | Bangalore, India

- First Advantage

Associate

04/2021 – 02/2022 | Bangalore, India

- Ocwen (Onity)

Specialist

05/2022 – 12/2024 | Bangalore, India

### **Qualification:**

- CSI Bishop Appasamy College of Arts and Science  
Coimbatore • 01/2019  
B. Com:CA

- St. Francis 'Convent Inter College  
Jhansi • 01/2016  
12th:ISC

- St. Francis 'Convent Inter College  
Jhansi • 01/2014  
10th:ICSE

### **Salary Expectation:**

Based on the company norms and the current market standards that's negotiable.

### **Joining Expectation:**

Immediately joining

### **Personal Details:**

- ☐ Sherinrajvictor97@gmail.com

- ☐ 9353292851
- ☐ Bangalore
- ☐ 08/11/1997
- ☐ Indian
- ☐ Passport No: T9900900

**References:**

Vignesh - Onity  
Phone:+91 9637772207

**Declaration:**

I solemnly declare that all the information furnished in this document is free of errors to the best of my knowledge. I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Signature

Date:20/04/2025