

# SNEHIL KUMAR SINHA

## Operations Associate

Hi, I am an Operations Team Member with 1+ years of experience in mortgage & commercial lending, servicing & banking operations. Underwritten commercial loans for small & mid-size businesses under Paycheck Protection Program. Responsible for reviewing, analyzing, labelling and managing loan documents in the bank's database. Well focused and dedicated when managing workloads, prioritizing efficiency to accomplish tasks before deadlines. Effective in working as a team, with good communication skills.



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## WORK EXPERIENCE

### Operations Team Member

BA Continuum India Pvt. Ltd. (Bank of America Corporation)

10/2020 - Present

Gandhinagar, Gujarat

#### Tasks/Achievements

- Working in the Loan Origination & Consumer Lending line of business. Responsible for reviewing, analyzing, labelling and uploading loan and investment documents to the database. Meeting and exceeding KPIs on a monthly basis.
- Also working in the Mortgage Servicing Operations(MSO) team. Delivering optimum servicing on home loans and responsible for responding to customers, investors & third party's loan related queries.
- Ensuring timely delivery of service in order to meet SLAs along with maintaining accuracy of above 99.99%.
- Performed commercial loan underwriting for small & mid-size businesses under Paycheck Protection Program. Reviewed first draw and second draw loan applications, verified payroll and tax return documents to make decisions.
- For excellent process knowledge, was appointed as a Subject Matter Expert(SME) to train and assist associates in Payoff Demand process.
- Responsible to advise Front Line Manager (FLM) for process improvement and automation on freeform letters.

## INTERNSHIPS

Boston Consulting Group - Business Consultant Trainee (04/2020 - 05/2020)

- Performed market research & data analysis in order to prepare business reports in project of a Singapore based Smartphone Leasing firm.

## EDUCATION

**Bachelor of Business Administration (Hons.)**  
Siksha 'O' Anusandhan (Deemed to be University)

2017 - 2020

Bhubaneswar, India

### 12th Intermediate

Doon Public School

2015 - 2016

Dhanbad, India

## SKILLS

Strong Decision Maker

Team Player

Process Analysis

Quality Assurance

Time Management

Problem Solving

Asset Management

Risk Management

Attention to Detail

## TECHNICAL SKILLS

### Programming Languages

C, R

### Additional Tools

Advanced Excel, PowerPoint, Outlook, MySQL, R Studio

## CERTIFICATIONS

Business Analytics with Excel (01/2022 - 03/2022)

Customer Analytics in Business (03/2021 - 06/2021)

## LANGUAGES

English

Professional Working Proficiency

Hindi

Native or Bilingual Proficiency

## INTERESTS

Equity & Capital Market

Automobile Enthusiast

Travelling