



# Irshad Khanusiya

---

Ahmedabad  
Gujarat, India

**E-mail:** irshadkhanusiya@gmail.com  
**Phone:** 7778070271  
9023725256

## OBJECTIVE

To secure an appropriate position, this will provide growth opportunities with effective utilization of my skills and experiences also the opportunity to learn more in professional Atmosphere

## WORK EXPERIENCE

### Reliance Jio Infocomm Limited

**Jan 2020 — Present**

Assistant Manager

- Attract high volume quality customers from the SMB Segment to achieve defined business targets
- Achieve number of Jio Customer acquisition as per Target
- Achieve number of defined wireline connections and MRC
- Ensure COCP, ILL,TFN account penetration as per the target
- Provide world class customer service in line with our Jio Ethos, and keep connecting and interacting with customers

### Zaas Adverting Requisites Trading LLC

**Aug 2015 — Oct 2019**

Operations Incharge

- Provide proper solution to sales and operation team for customer complain
  - Assign activities to respective team based on order
  - Verifying all the reports such as DSR, processing report, commission reports
  - Provide training to new employees
  - Take strong follow up from telecaller/Sales teams for achieving sales target
  - Prepare various reports and presentations as required
  - Record and transcribe minutes of meetings, dictation, etc. and produce document in draft or final format
  - Organize, operate & maintain a comprehensive employees records filing system.
  - Department's weekly attendance monitoring and reporting
  - Responses to hundreds of email daily basis for updates and complains
  - Delicately follow up to orders with activation, finance, and logistics teams
- Operations Coordinator (08/2015 TO 12/2016)**
- Processing incoming documents on a daily basis.
  - Responsible of sorting mails, scanning letters and documents.
  - Coordinating with sales departments regarding service deadlines on a regular basis
  - Handled other essential and related duties as assigned by supervisors

### Tata Consultancy Service Limited

**Oct 2012 — July 2015**

Mortgage Process Associate

Worked for US based Nationstar Mortgage LLC.

- As a processor include writing, organizing, inputting and approving the financial data on mortgage applications. Because the applications are different for different loans,

there also need to choose the one that best suits the prospective homeowner.

- The intricacies involved with choosing the appropriate loan often comprise employment history, the applicant's assets and his or her liabilities.
- The work is involved communicating with real estate companies to assess the property value and to check for discrepancies. If you find no discrepancies and the all other applicable criteria are met, you'd approve the loan seeker's application. The approved application is then sent for underwriting with a loan closer, who'd finalize the deal.
- Review various reports including appraisals, credit report, Broker fee sheet, VVOE, loan submission reports to determine compliance with investor requirements.
- Investigate credit ratings with credit bureaus and reporting agencies.
- Submit regular credit and loan consumption reports to management
- In the final step of processing a mortgage loan, there is determine whether to approve or deny the application based on the acquired data. To make this decision we'll review the loan package and the property's closing conditions. We need to submit the approved application to the lender and contact a loan closer to seal the deal.

#### PROFESSIONAL QUALIFICATION/ SKILLS

- High level of computer literacy (MS Word, Excel, MS Powerpoint)
- Flexible to work independently or with a team
- Highly capable of multi –tasking on a limited time scale
- Solution finding oriented
- Possess problem solving techniques
- Ability to work under pressure and meet deadlines
- Excellent follow up and organizational skills.
- Be client oriented : listening and understanding to clients' requests / ability to establish good work relationships matching our clients' needs
- Positive attitude when confronted to change
- Attention to details and an observant of protocol and internal standards

#### EDUCATION

##### **Post Graduation Diploma Accounting and Finance**

Sheffield Hallam University, UK

**Sept 2010 — March 2012**

##### **Bachelor in Business Administration**

Pune University, India

**July 2006 — Oct 2009**

#### ADDITIONAL INFORMATION

- **Languages**  
English, Hindi, Gujarati
- **Computer Skills**  
MS Office, Advance Excel, CRM, CBCM, Citric & Power Point
- **Interest**  
Cricket, Travelling

#### REFERENCES

References available upon request.