

# Shivani Goyal

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A hardworking and passionate job seeker with strong organizational skills. Talented at developing strategies, setting goals, and training employees. Confident and decisive when communicating goals and vision to succeed. First-class problem solver with excellent interpersonal skills.

## **EDUCATION**

### **Bachelor of Education (B.Ed.) - commerce**

Sep 2021 - Jul 2023 (Expected)

*Maharshi Dayanand University, Haryana*

### **Master's Degree - Commerce**

Jul 2017 - Jul 2019

*University of Delhi, New Delhi*

- Major in Finance & Accounting
- Secured 65.05% in aggregate

### **Bachelors of Commerce Hons.**

Jul 2014 - Jul 2017

*University of Delhi, New Delhi*

Secured 83.22% in aggregate

## **EXPERIENCE**

### **Subject Matter Expert (Mortgage)**

Jun 2020 - Oct 2021

*Better.com, Haryana*

- Re-verified mortgage documents for accuracy, which included title abstract and insurance forms.
- Provided the highest level of service and support to customers, closing agents, and realtors.
- Communicated closely with inter-company staff members to solve their queries
- Oversaw scheduling of timely loan closing to satisfy home builder and borrower needs.
- Supported staff members in preparing all paperwork for the loan package and arranged the final closing meeting.

### **Subject Matter Expert (Fraud)**

Sep 2017 - Jan 2020

*Royal Bank of Scotland, New Delhi*

- Provided process training to new team members and shop floor support.
- Assessment of Quality and error findings.
- Analysed large amounts of data to find patterns of fraud and anomalies.
- Gathered evidence, which included recorded and written statements and financial documentation for examination.
- Reviewed reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.

## **SKILLS**

- MS excel, MS word, MS powerpoint and Email
- Employee training
- Mortgage loan expertise
- Group and individual instruction
- Excellent attention to detail

## **LICENSES & CERTIFICATIONS**

**NTA qualified UGC NET for Assistant professor in Commerce** 2020  
*National Testing Agency - DEC19U21245*

**Financial Accounting (University of Maryland)** 2020  
*edX - f9d3b84db4cf4dd9b3d1f8c3136f39c0*

**Excel essential Training (office 365)** 2019  
*LinkedIn learning - AWXOMc19to6DkfleZGsYK\_xRbmfQ*

## **INTERNSHIPS**

**Staff Member** Dec 2016 - Jan 2017  
*GMR group*  
Worked under a survey conducted by GMR group at IGI airport

**Research Committee Member** Sep 2015 - Oct 2015  
*Centre for Development Economics*  
Volunteered for a survey conducted under the NOPOOR project sponsored by European Union

## **HOBBIES**

- Watching Netflix series and movies
- Singing
- Craft Making