

UMA MAHESWARI S.L
Mobile: +91-7299939445
Email: umanarayan.sl@gmail.com

Objective:

Seeking assignments in a growth oriented organization across functions entailing Banking Operations, Business Development & Relationship Management.

Professional Synopsis:

- ✓ Insightful experiences of over 8 years in Back end Banking industry.
- ✓ Hands on experience in:
 - o Ensuring smooth process flow in the mortgage operations team within the given TAT.
 - o Associated with US Mortgage operations (5 years of experience in default servicing).
 - o 3 Years of experience in BBA Remediation Process.
 - o Quality checker in Bank Remediation Process (Of boarding banking).
- ✓ Demonstrated abilities in cementing healthy relationship with the Business Area for generating business and leading workforce towards accomplishing business and corporate goals.
- ✓ Hands on experience in decision making/ staff management as well as customer management.

Key Responsibilities Handled:

- ✓ Responsible for ensuring that the team meets the client standards for production and accuracy on a consistent basis.
- ✓ Reporting the daily activity of customer dispute and sent to the superior and manager.
- ✓ Pull the customers dispute application from database and gives the resolution to the customer.
- ✓ Off board the bank from the branch by closing all the corporate accounts of the customer loans and advance, Online banking etc.,
- ✓ Eliminate and settle all the outstanding of customer account.
- ✓ Conduct regular team huddle to identify any communication gap/ process update requirements.
- ✓ Monitor workflow and delegate work accordingly in order to meet the SLA requirements of the client.
- ✓ Ensure the quality audits are reviewed and discussed with the team to ensure process improvement.
- ✓ Track the process workflow, tracking team performance and deployment of resources.

Key Skills:

- ✓ Excellent Knowledge in Mortgage operation
- ✓ Capable of grasping new concepts quickly
- ✓ Proficient with MS Office application

Employment Highlights:✓ **Tata Consultancy Services****Designation:** Business Senior Process Associate**Process:** US Mortgage Banking and Backend Banking Process**Experience:** 25th June 2013 - till date (**Serving Notice Period**)**Achievements:**✓ **Process Improvement Ideas & Kaizens:**

Took up an initiative in preparing a process book which contains all aspects of the process. This book is especially prepared for the newly joined team members & this has been approved by the business partners.

✓ **Performance Awards:**

Awarded three times for top Production and Quality "Star of the Month Award".

Awarded for best performance "Best Performer of the Quarter".

✓ **Appreciations:**

Received internal and client appreciation for motivating the team and improving production as well as process quality.

Academic Qualification:

Qualification	Institution	Year of Passing
Master of Business Administration (Financial Management)	Madras University	2015
Bachelor of Commerce (Banking Management)	Anna Adarsh College for women	2013
Higher Secondary School	Green Valley matriculation Higher Sec School	2010

Personal Details:

Husband's Name : Kiran Kumar S
Date of Birth : 29 Oct 1992
Nationality : Indian
Marital Status : Married
Present Address : 2/325, 1st Floor, 2nd Block,
 Mogappair West, Chennai – 600037

Declaration:

I hereby declare that the above-mentioned details are true and best of my knowledge and I am definite that if I am given a chance in your firm I will work hard with dedication and concentration.

Place: Chennai

Date:

(Uma Maheswari S.L)