

PREETHI NIJEESH

PERSONAL DETAILS

Flat No:A2, 1st Floor, SLM Enclave, #136, Tunga Road, Nisarga layout 2nd Phase, Abbigere, Bangalore - 560090., 560090 BANGALORE

preethikeshavan@gmail.com, +91-8197679702

Date of birth: July 2nd, 1988

Place of birth: Bangalore, Karnataka

Gender: Female

Nationality: Indian

Civil status: Married

EDUCATION

Bachelor of Commerce

Apr 2008

Bangalore University

P.U.C

Apr 2005

CBSE Board

S.S.L.C

Mar 2003

CBSE Board

PROFESSIONAL SYNOPSIS

Professional Contribution of over 14 years of experience in Retail & Commercial banking operations, business process management and Compliance & risk management across diverse domains and processes. Currently working as Operational Specialist – focused on Compliance and Mortgage and Litigations services for US Region.

Operational Specialist – Consumer and Community Banking

Jan 2016 – Present

J.P. Morgan Services India Pvt. Ltd, Bangalore

Provide day to day support in case reviews on the litigation files received from attorneys. Review all stages of loss mitigation and foreclosure processes for which JP Morgan holds collateral.

Steering migration activities of SRFE (Subpoena Response Fulfillment Engine) release in September 2016 and redaction activities on November 2019.

Fronting process transition & migration functions inclusive of assessing business requirements and coordinating with Onshore Locations.

Work in conjunction with processing group to develop and improve specific operational metrics such as efficiency, quality, Productivity, etc...

- Conducting RCA's (Root Cause Analysis) on any errors identified by Legal Dept/Attorneys.
- Create and manage monthly dashboard/KPI reports for Performance Management Review (PMR) for Mortgage Compliance Dept.
- Responsible for conducting monthly Post-mortem call with US counterparts and Flag any issues or Observations to Compliance/Mortgage Team.
- Responsible for reviewing process documents (SOP) and submit it to site in charge/Departmental lead for sign off.
- Reviewing the User Interface (UI) enhancement made to the business applications and performing the UAT Testing's based on the directions from Application support team.
- Training the new joiners & update the knowledge gap for existing Team Members by conducting Monthly Knowledge sessions.
- Preparing daily, weekly & monthly Production and MIS reports for Mortgage Team.

Team Member **Jul 2008 – Dec 2015**

J.P. Morgan Services India Pvt. Ltd., Bangalore

- Provide the images of the checks and deposits slips for Washington Mutual (WAMU) requested by the customer for IRS Filing & by JP Morgan AML dept.
- Review all check sequence numbers, MICR lines from the images retrieved from Signature Card of Washington Mutual Customers.
- Provide the sequence numbers for all the Deposits slips and the checks which are stored in Record Keeping house (requested from Iron Mountain)
- Responsible for planning and coordinating team meetings, training and conducting CAT test for the team.

SKILLS

Analytical Skills	Microsoft Office Excel
Microsoft Power BI	Effective Time Management
Ability to Work in a Team	Ability to Work Under Pressure
Leadership and Communication	

LANGUAGES

English

Malayalam

Kannada

Hindi

HOBBIES

■ Travelling, Dancing and Reading books

ACHIEVEMENTS

Received Ace Award for being the topper in Quality, Volumes & Productivity.

Received Best Performer of the Quarter award continuously for the year 2015 & 2016.

Receive Best trainer Award for conducting training for the new joiners through Virtually. Received Champion Award during the customer Services Week for maintaining 100% Quality in 2021.

ACKNOWLEDGEMENT

"I hereby declare that all the information provided to you is true to the best of my knowledge".

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