

ASHRITHA

PROFILE

Associated with **Infosys BPM Ltd, Bangalore, Karnataka as Senior Process Executive in US Mortgage Process**. With more than four years of expertise in Loan Resolution & Quality Control, I am skilled in implementation of SOPs, best practices, internal controls, process reviews, quality checks, and audits for maintaining CTQ (Critical to Quality) targets.

Skilled in driving engagement and operational improvements through well-coordinated tactical plans and proven relationship-building activities. Possess problem solving and inter personal skills.

EMPLOYMENT RECITAL

Senior Process Executive at Infosys

June 2018 – December 2022

- Auditing for LR-QC Error finding with furnish the feedback to maintain quality of work
- Examines and verifies the applicant's details (name, SSN, financial information, etc) in the RMA (Request for Mortgage Application)
- Reconciliation of taxes and the tax omission test calculations.
- Maintaining a record of loans to make sure zero fail.
- Followed up on performance in accordance with the important measures.
- Recommended various effective solutions for process improvement which eventually led to betterment of the business for my firm.
- Regularly monitored closure of the service levels in an accurate way with least probabilities of glitches.
- Kept track of critical trends and operational patterns that pose a threat and made a knowledge bank (KB) for the same.
- Worked as a Subject Matter Expert in which I resolved process-related doubts, on-boarded newly joined members of the team and kept a track of each and everyone's performance.
- Conducted huddles to provide new updates to the team and created MOMs for the same.
- POC between the associates and management.
- Prepared Weekly & Monthly Business Review Data (WBR & MBR) and presented it to the management.
- Performed quality audits on the cases and provided one-on-one feedback to the associates in order to avoid further errors.

CERTIFICATIONS

- Certified from Tier1 (T1) to Tier2 (T2) within a span of 6 months by excelling in the performance metrics.
- Certified in T-100 domain.

PERSONAL SNIPPETS

- Date of Birth: 10th June 1994
- Permanent Address: 1/1, Somandepalli, Anantapur, AP, 515122
- Languages: Telugu, English

CONTACT



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Bangalore

EDUCATION

2016

Balaji Institute of Technology
MBA - 76%

2014

Balayesu Degree College
BSc – 75%

2011

Sri Sai Junior College
Intermediate (MPC) – 70%

2009

Vignan English Medium
School
SSC – 84%

SKILLS

Leadership
Communication skills
Multi-tasking
MS Office
Data management
Team work
Effective team management