

PALLAVI M DEVADIGA

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Career Objective

- Self-motivated, goal oriented professional with 4 plus years combined experience in corporate and multi-national companies. An innovative thinker with excellent competitive skill to reach a challenging position.
- To work in an environment which encourages, to succeed and grow professionally by utilizing the skills and knowledge appropriately also to achieve and contribute towards the organizational goals.

Organizational Experience – 4



Employer : Willis Towers Watson.

Designation : Senior Advisor.

Duration : 20th September 2022 to 28th July 2023.

Synopsis

Worked for insurance process as a benefit system administrator where the company has to work as a intermediary between the client company and vendor company.

Job Responsibility

- To manage employee benefits files, maintain group benefits database and update employee payroll records to ensure eligibility.
- Providing user support for online benefit administration system.
- Create, maintain and enter information into database.
- Checking employee's self-service data, regarding the election and nomination process to keep accurate and detailed documentation for employees' current information and future Information.
- Co-ordinating with the Insurance vendors to update the latest information of client employees to their system.
- Maintained communication with technical staff regarding employee status changes.

- Working under the given SLA tat so the work can be completed within SLA tat. Monitoring the Process/Queues ensuring we meet the daily/hourly cut-offs as per SLA's
- Working for client employee's health insurance data reports and updating the system with the employee's updated details.

Organizational Experience – 3



Employer : PayU

Designation : Customer Support Executive (Backend Operation).

Duration : 14th June 2021 to 16th September 2022.

Synopsis

Holding an experience of loan credit operation and support, reviewing all the personal loan related documentation prior to make the loan approval decision based on customer profile.

Job Responsibility

- Checking customers eligibility through systematic process whether they are eligible or not to get the loan facility and assisting the customers via email on how to apply for a loan.
- Reviewed financial records such as income statements and documentation of expenditure to determine financial status of the customer.
- Basic verification of customer profile, KYC documents, address proof documents and income source proof to check the reliability of the profile.
- Verifying customer CIBIL score and credit eligibility before the disbursal of the amount.
- Review loan agreements to ensure that they are complete and accurate according to policy.
- Managed all personal loan request and made approval decisions.
- Analyze applicant's financial status, credit and income details to determine the feasibility of granting loans.
- Monitoring the Process/Queues ensuring we meet the daily/hourly cut-offs as per SLA's.
- Make sure the client information has been updated correctly by verifying all the Loan documents.
- Training to new recruits and helping them to understand the process knowledge and resolving the process queries.
- Initiative - High level of self-motivation and ability to take responsibility for assigned tasks; proactive attitude to learning and sharing the team's workload.

Organizational Experience – 2



Employer : Majorel India Private Limited.
Designation : Senior Executive Content Moderation.
Duration : 23rd May 2020 to 17th March 2021.

Synopsis

Worked as a content moderator on Government legal confidential content which should not disclose on the public platform.

Job Responsibility

- Worked as a quality analyst, auditing the cases which were processed by agents and resolving the process queries.
- Securing the government related confidential information to avoid the public platform disclosure.
- Checking the daily policy updates and providing updates to the agents.
- Conducting process and quality feedback sessions with the agents.

Organizational Experience – 1



Employer : Accenture Solution Private Limited.
Designation : Customer Service New Associate (Operation)
Duration : 24th August 2018 to 20th February 2020.

Synopsis

Holding an experience of mortgage loan operation process and Facebook client process.

Job Responsibility

- Worked on address curation through multiple websites so that the Facebook user can get the exact address of the particular place.
- Analyze all mortgage loan documents which include income, assets, credit, collateral, purchase contracts, title, and other required documentation.
- Perform underwriting decision based on income (W2 wage earner, self-employed, sole proprietor, partnerships, corporation, non-taxable income)
- Underwriting loan products/program that requires mortgage insurance.
- Review/order mortgage insurance, homeowner's insurance, flood insurance, flood certification, and other documentation related to each loan.
- Review interest rates and interest rate locks.

- Discuss loan conditions and decisions with sales team.
- Monitoring the Process/Queues ensuring we meet the daily/hourly cut- offs as per SLA's.
- Quality check and conducting feedback sessions with the executives and team-engagement.
- Completing the given task within the timeline.

IT & Application Skills

- MS-CIT.
- Tally ERP 9.
- Advance Excel.

Academics

Qualification	Board/University	Percentage
Master Degree (2020)	Mumbai University	70%
Bachelor of Commerce (2018)	Mumbai University	80.14%

Personal Details

Marital Status : Unmarried.

Date of Birth : 21st April 1997.

Address : Flat No. 301, 3rd Floor, Vaishnavi Plaza,
Thane Belapur Road, Digha,
Navi Mumbai-400708.

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Declaration:

I hereby declare that the above information is true and accurate according to my knowledge.

Date:

Place:

Signature

Pallavi M Devadiga