

Vandana Sara

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CAREER OBJECTIVE

To work in a professional organization that offers challenging environment and provides excellent career growth opportunities. To secure a challenging position, where I can effectively contribute my skills.

EDUCATIONAL QUALIFICATION

Name of the Degree	Name of the institution	University / Board	Year
MBA (FINANCE& HR)	KGRIT	OU	2011-13
BSC (MICROBIOLOGY & CHEMISTRY)	VANITA MAHAVIDYALAYA	OU	2005-08
INTER	GUNTUR VIKAS JR COLLEGE	IPE	2003-05
SSC	JGR HIGH SCHOOL	BSE	2002-03

SOFTWARE SKILLS

Computer Skills: MS EXCEL, MS OFFICE, MS WORD.

STRENGTHS

- Good analytical and decision-making ability
- Determined to learn with practical approach
- Good communication skills
- People management skills.

ACHIEVEMENTS

- Received many Silver, Bronze recognition awards in Bank of America for the best performance.
- Promoted as Quality Analyst in Bank of America.
- Received best employee award along with few others awards for the best performance in Cognizant.

PROFESSIONAL SUMMARY

TEKFRIDAY PROCESSING SOLUTIONS- Hyderabad

Oct 2016 –Jan 2022

Team Leader

Responsibilities:

- Worked in the Verification Process which is a part of Advance financial company of US-which provides loans to the US customers.
- US customers can apply for loan in 2 different ways. First is they can walk-in directly into the stores and apply for loan. And the other way is they can apply for loan online by submitting the required docs.
- We deal with the online loans. Need to verify the docs submitted by customer and approve the loan.
- We need to check the genuinity of docs submitted by customers and approve the loans accordingly.
- Along with verifying the docs, trained the new recruits of the team.
- Clarifying the queries of team members.
- Auditing the loans of new joiners.
- Promoted as an Auditor.
- Started auditing the loans of entire team.
- Giving them timely feedbacks.
- Resolving their queries.
- As it an online queue. Checking the loans coming in the queue and making the team to pick up loans without missing any of them.
- Handling the client calls in Quality meetings.
- Giving the team report to the higher management as and when asked for.
- Updating the team by sending emails as and when there are new updates.
- Updating the leave tracker of team.
- Collating the volumes of team daily, weekly, monthly and sending the report to the management.
- Promoted as Team lead in the month of August 2018. Currently handling a team of 15.
- Responsibilities including taking care of team attendance, leaves, transport roster, clarifying their doubts, team meetings, one on one discussions, weekly performance discussions.

COGNIZANT - Hyderabad, India

Feb 2014- March 2016

Process Specialist Responsibilities:

- Worked as a Process Specialist handling Private Equity, Retail and Institutional Funds in Investment Banking Domain.
- Have the skills to on-board Investors into Private Equity funds, maintenance of data.

- Expertise in handling the processes like on boarding of new Investors into the funds with the Commitment Amount details and contact Information (New Fund Closing) and the Sales & Transfers of the Investor Investments.
- Deals with the process of merging the letters which includes PCAPS, Capital Calls and Distributions of the Investors.
- Merging is the main queue handled by me.
- Also handle the K1 process which includes the Preparation of K1 letters of the Investors (Tax Estimates and Actuals information) and Review of the Statements of the Investor Investments (Daily, Monthly and Quarterly Reports).
- Handles the process of on boarding the new investors into the Investments and updating the Contact Information in Investran database.
- Monitoring the queues and assigning the work to the team members; Effective Inbox Management.
- Ability to handle the queue (Merging) independently and maintained error free productivity.
- Updating the trackers (PCAP, Capital Call, Distribution and mailing trackers).
- Sending the reports to Clients for every 2 hours along with the final report at the end of the day.
- Tracking the emails (sent and responses received) as soon as they hit the mailbox.
- Helping the team members in their day-to-day query resolutions to ensure that all queries/items/emails are responded and closed within the stipulated timeframe.
- Took several initiatives to support the team and accept the challenges and helping the team to implement ideas in their roles with the knowledge acquired.
- Stepped in and handled the high volumes to ensure that the deliverables were completed & SLAs were met on time, during the period when the team was short- staffed.
- Cross trained in IR process (Investor Relations) which is the face of Investment banking team.
- Investors directly contact the IR team for all the queries and concerns.
- Collating the Monthly volumes of Investor Operations Team (all queues) and sending it to the Management.

BANK OF AMERICA - Hyderabad, India

Nov 2009- Aug2013

Senior Associate Responsibilities:

- Joined Bank of America as an Associate in 2009 Nov 30.
- Promoted as Senior Associate in 2011 Jan.
- Handled Reo,3rd party queues in Sales Desk Team.
- Worked as Senior Associate in Sales Desk Team in Mortgage domain for 2 Years.
- Handling of Mortgage loans.
- Assigning of Loans to the teams in Hyderabad, Mumbai and Gurgaon.

- Trained the newly joined associates.
- Resolved the queries of team.
- Collating the volumes of team members and sending it to the management.
- Updating the transport of team everyday (changes in login and logouts).
- Maintaining the leave tracker of team.
- Promoted as Quality Analyst for Sales Desk Team.
- Moved to SCRA Team (Service Members Civil Relief Act), where audits are done for Military loans.

Sara Vandana

Hyderabad