

Jomol Mathew

Suraksha Silver Oak A 104, 51, 11th main Rd, Akshayanagara West, Akshaya Vana, Akshayanagar, Bengaluru, 560068

Contact: 09022042633; **Email:** matsherin@gmail.com

Hi

I am writing in reference to your job advertisement email to express my interest in joining your team. I would be keen in pursuing a career with your organization.

I am a **qualified MBA in Operations with experience of 13 years in Operation activities, Client Management, Invoice Management & Office administration and Team Management**. Currently I am spearheading few clients for Visionet Systems – **as Manager Operations**. I have innate sense of task prioritization, managerial aptitude and result oriented attitude towards accelerating organizational growth and that too in a high pressured and time bound environment.

I am a dedicated and focused individual, determined to add value to the organization I work for, through my exceptional knowledge and learning ability. I **possess well-developed communication skills** with reputation of unwavering accuracy, credibility and integrity.

At this stage I find myself to be groomed enough to look outward and explore the possibility of placement at a suitable professional position with higher responsibilities. A tour through my enclosed resume shall familiarize you with the details and I am confident, in my credentials, you would find a perfect fit for the said job. Thanks in advance for sparing your time.

The above credentials along with my enclosed resume make me ideally suitable for a position in your organization. I would appreciate an opportunity for a personal interview.

Thanking you.

Yours Sincerely

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Operations & Finance PROFESSIONAL

Offering 13 years of rich and diversified experience; in managerial level assignments across the industry

SUMMARY OF SKILLS

- Competent and result oriented professional with experience across **Operations, Client Management, Invoicing and Team Management**.
- Currently working as a **Manager – Operations with Visionet Systems Pvt. Ltd.**
- Proficient in **formulating strategies and driving process excellence initiatives**. Astute planner having innate strengths in generating advantage for the Clients and company with application of professional prudence & due diligence.
- Well versed in **ensuring adherence to procedures and policies** with key focus on bottom line profitability.
- Adroit in **implementing service strategies according to the set targets and actively involved in controlling service deliverable as per given SLAs**. Established track record in leading and mentoring cross-functional teams in multi-facility environments in order to maximize levels of productivity.
- **Motivated and goal driven team leader with strong work ethics**, continuously striving for improvement coupled with excellent Administrative aptitude and the commitment to offer quality work.

Core Competencies

Customer centric approach	Strong Negotiation	Training	Facility Management
Invoicing Generation	Interpersonal Skills	SLA Management	Coordination
Relationship Management	Customer Delight	Training	Office administration

PROFESSIONAL EXPERIENCE

VISIONET SYSTEMS PVT. LTD.

Manager- OPERATIONS

Jun 2020 – Apr 2022

- Handled multiple clients and ensured we met the revenue target based out of the forecasted volumes given by the client
- Expansion of existing verticals by catering all the business requirement of a particular client which has resulted in increasing the revenue
- Adhering the agreed upon SLA and TAT for the files handled for each clients
- Conducting the calibration sessions to ensure we work as per the client requirement and quickly adapt and implement the new updates shared by the clients
- Detailed analysis to figure out if there is dip in the revenue and taking corrective measures to mitigate the same
- Acquisition of more clients by giving a demo of how we can handle their requirements with quality
- Handled complete invoicing process and ensured we receive all the payments on time by regularly following up with every clients
- Handled all the escalated cases to ensure one-time resolution is provided
- Conducting a monthly staffing forecast in order to analyse the staffing capacity to effectively handle daily workloads
- Identifying process breakdowns, offering corrective suggestions and fixing those issues with the technology team
- Works collaboratively with all the required parties on the CSAT scores and working on the strategy to improve the score

OCWEN FINANCIAL SOLUTIONS PVT. LTD., Mumbai
Assistant Manager (Cashiering)

Jan 2013 – Nov 2019
Jun 2015 – Nov 2019

- Been an integral part and has successfully integrated with another company and has transitioned the processes
- Successfully published the job aides and Policies and procedures for all the new clients
- Successful completion of a adhoc projects which had a stringent deadline from the court
- Monitoring various queues and workflows and ensuring we are adhering to the SLA
- Tracking the productivity of the team and ensuring the variability is under control
- Monitoring the quality report and ensuring that the benchmark is maintained
- Identifying process breakdowns, offering corrective suggestions and fixing those issues with the technology team
- Preparing weekly and monthly reports for the higher management to make them aware of the work status and providing the detailed summary on the Turn Around Time
- Taking the calibration session with the entire team to make them understand where they stand and, where the department stands
- Works collaboratively with other departments on the NPS and working on the strategy to improve the score
- Ensuring all the BCP requirements are met right from conducting the BCP mock calls, updating the BCP plan and strategies

Team Leader (Foreclosure Process)

Feb 2014 - May 2015

- Handled multiple teams within the foreclosure department along with the productivity and variability for the individual teams
- Maintaining TAT for various reports that is closely monitored by the entire BU's
- Maintaining team's quality as per six sigma standards
- Analysing whether a sale rescission is required on the file by considering the cost involved in it and presenting it towards the management for further approval
- Handled other critical process like DEED recording

Consultant (Foreclosure Process)

Jan 2013 - Jan 2014

- Taking end to end decisions on foreclosing the property
- Assisting the attorney with the required documentation to complete each event and to foreclose the property
- Handling all the communications with regards to foreclosure for different states

WNS

Nov 2009 - Nov 2013

Sr. Customer Service Associate (Business Intelligence)

- Providing MIS data to senior and higher management
- Analyzing data to enhance the performance and preparing data to identify the weak areas
- Analyzing and preparing report for company's overall ranking (NPS) amongst the competitors.
- Analyzing past future trend of company's standing with its competitors
- Preparing data for Monthly Business Review
- Conducting the calibration session for onshore and offshore team

PRAISE DESIGNING AND PRINTING
Office Administrator

Oct 2008 – Nov 2009

EDUCATIONALCREDENTIALS

Master of Business Administration in Operations from ITM (Southern New Hampshire University).

Bachelor of Science in Information Technology, 2009, First Class

Computer Proficiency

Windows 98, 2000, DOS, MS Office, & other Internet Applications

Reference: Available on Request