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|  | Raghav **Dogra**  Banking Professional   |  |  | | --- | --- | | **Address**Parwanoo, India 173220  **Phone**+91889431904  **E-mail**raghavdogra37@gmail.com |  | |  |

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Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, ad providing customized solutions to build loyalty. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

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| **Skills** |

Ability to Multi-task & prioritize Networking 

Advanced

Good Planner & Executor 

Advanced

Target - driven Approach 

Advanced

Good Soft Skills Strong Analytical Skills 

Advanced

MS Office Power point 

Advanced

MS Office Word 

Advanced

MS Office Excel

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| **Work History** |

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| **2022-06** **- Current** | **Senior Team Member( Lockbox Operations)**  *Bank Of America, Gift City, Gandhinagar, Gujarat*   * Have been working in 2 departments under the process of Lockbox operations (Exceptions Queue and Healthlogic). * In Exceptions Queues have been identifying and processing several documents such as checks payments, credit card payments, money orders and also customer sensitive information such as credit card details and customer's healthcare related documents. * In Healthlogic have been dealing with customers insurance payments. |

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| **2020-10** **- 2022-06** | **Team Member (Department: Mortgage Correspondence)**  *Bank Of America, Gift City, Gandhinagar, Gujarat*  • Researches customer complaints or concerns and corrects or adjusts records, as needed.  • Enters conversation into servicing comments on Loan admin mortgage portal.  • Responds to customer correspondence, types letters, prepares forms, and other documents.  • Assists with year-end statements, amortization, cease and desist, authorization.  • Prepares lock and free form letters, forms and other documents used for discharging liens.  • Examines documents such as deeds, assignments, and mortgages, to verify that all documents are correct prior to discharging the mortgage lien.  • Coordinates and processes payoff, verification of mortgage and loan history mail and property address update, payment confirmation and reversals requests for various title companies or customers.  • Assisted the reporting manger in in calculating the action, routed and pending cases on daily basis.  • Assisted Gandhinagar team and Mumbai team in completion of aged and escalated cases to fulfill business requirements. |

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| **Education** |

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| **2017-07** **- 2020-09** | **BBA**  *Chandigarh Group of Colleges, Landran - Mohali* |

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| **2020-10** **- 2022-10** | **MBA: Finance**  *Chandigarh University - Gharuan* |