**CHANDRIKA. R**

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**Career Objective**

To actively contribute to the development and growth of the organization where my practical experience could be utilized to the fullest extent and in the process gaining more knowledge and experience to achieve my career objective of being in a responsible position.

**Summary of Professional Experience**

**Mphasis an HP company** –Worked as CSO (Voice process) Feb 2008 to may 2010

**FirstSource solution Ltd**- Worked as Sr.Provisioner (Non-voice process) August 2010 to October 2012

**Altisource Business Solution (Transworld Systems IndiaPvt Ltd) –**Worked as **Sr Associate** – Mortgage Exception Processing from April 2015 to Aug 2021

**Roles and Responsibilities**:

**TRANSWORLD SYSTEMS INDIA PRIVATE LIMITED– SR.Associate for Mortgage process from April 2015 to Aug2021.**

* Review and verify the loan application submitted by client. Validate the customer information and update the records in client application.
* Processing the claim Documents submitted by client which also involve document verification, validation, and payment confirmations and updating customer records, Handling insurance claims, review claim submissions, obtain and verify information, correspond with insurance agents and beneficiaries, and process claim payments.
* Insurance policy processor, fielding questions about insurance coverage; processing new insurance policy applications; reviewing existing policies to confirm relevance to policyholders, verify policy information such as loan origination date, loan type, premium, annual premium, coverage and escrow details.

**Roles and Responsibilities**:

**FirstSource solution Ltd –Sr.Provisioner (Non-voice process- August 2010 to October 2012)**

Process data relating to New Telephone connection and Telephone Portability Which also involves order validation, verifying Customer Record and Verifying Listing Information of the customer by previous telecom provider. Sending out local request to the Local Exchange Careers.

* Contact Local Exchange Career to verify the customer records
* Preparing daily reports for internal and client team
* Responsible for meeting key metrics like SLA date, order entry accuracy Percentage and quality
* Assisting reps on queries, issues, and concerns related to process

**Roles and Responsibilities:**

**Mphasis an HP company – CSO (Voice process-13th Feb 2008 to may 2nd 2010)**

* Handle customer inquiries telephonically, Research required information using available resources manage and resolve customer complaints and provide customers with product and service information.
* identify and escalate priority issues,route calls to appropriate resource,document all call information according to standard operating procedures,complete call logs,

**Achievement**

Achieved the allocated targets and awarded as top performer for several months

* Excellent Communication Skill
* Sincerity and dedicated to assigned work
* Ability to work well with Team, under pressure with multiple deadlines
* High Energy level and problem solving capacity
* Enthusiastic, Interactive, Self-motivated and Quick learner

**Academic Qualification**

P.U.C in Commerce (Combination HECA) - 2006

S.S.L.C – 2004

**SKILLS**

* Loan processing
* Customer Service Skills
* Enthusiastic, Interactive, Self-motivated and Quick learner
* Computer skills
* Problem-Solving Skills
* Microsoft Word, Advance Excel, Outlook, Powerpoint,
* Accurate data entry.
* Loan origination
* Insurance Claim Processing
* Homeowners insurance knowledge
* Property and Home insurance
* Computer Applications – M.S. Office (Word, Advence Excel, PowerPoint, Outlook)
* Internet Knowledge

**Personal Details**

Father’s Name : RaghavendraRao G S

Marital status : Married

Language Known : English, Kannada

Date of Birth : 21-05-1988

Thank You

Chandrika.R