Trupti Rajesh Singh

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**OBJECTIVE:**

To associate with an organization that provides me an opportunity to show my proficient skills, to show my knowledge with the latest trends and to be a part of the team that works dynamically towards the growth of the organization.

**STRENGTH:**

Positive attitude, Ability to deal with people, willing to learn, Fast Learner, Team facilitating.

**SKILL SET:**

* Sound knowledge of Microsoft Word, PowerPoint and Excel.

**EDUCATION:**

|  |  |  |
| --- | --- | --- |
| **STANDARD** | **UNIVERSITY BOARD** | **YEAR** |
| S.S.C | MAHARASHTRA BOARD | 2002-2003 |
| H.S.C | MAHARASHTRA BOARD | 2004-2005 |
| Bachelor’s in Commerce | MUMBAI UNIVERSITY | 2008-2009 |

**PROFESSIONAL EXPERIENCE:**

**Organization    : Kundan Industries Ltd   
   Duration           : June 2022 – Present  
   Job Profile        : Executive Assistant to Director – OEM Head Global Sales**  
**Responsibilities included:**

⮚ Devising and maintaining office systems, including data management and filing

⮚ Co-ordinate with the customers for quotation and target price.

⮚ Arranging samples for the customer as requested

⮚ Follow up with the customer for Purchase Order.

⮚ Co-ordinate with the production team and despatch team for the material.

⮚ Responsible for the initial rounds of screening of new Joiner, conduct interviews.

⮚ Review sales employee performance and take daily task report.

⮚ Arranging travel, visas, and accommodation and, occasionally, travelling with the

Manager to take notes or dictation at meetings or to provide general assistance during

Presentations.

⮚ Producing sales reports from the ERP system.

⮚ Screening phone calls, enquiries, and requests, and handling them when appropriate.

⮚ Meeting and greeting visitors at all levels of seniority.

⮚ Organizing and maintaining diaries and making appointments.

⮚ Dealing with incoming email, faxes, and post, often corresponding on behalf of the Director.

⮚ Producing documents, briefing papers, reports, and presentations.

**Organization : Cognizant Technology Services, Mumbai**

**Duration : Aug 2021 to June 2022**

**Job Profile : HERE MAPS/PMO**

**Position : Process Specialist**

**Responsibilities included:**

* Develop a schedule to assess training needs.
* Interviewing and screening of new hire, taking care of their onboarding.
* Schedule interviews with the senior management.
* Performing all admin related tasks on behalf of new hires including new hire registration, Asset Management for new hire, profile updation and activation and other relevant documentation.
* Responsible for training & mentoring new resources on product and process, providing feedback during training.
* Conducting refresher training for bottom quartile agents.
* Product training for new and existing employees.
* Communicate training needs and online resources.
* Conduct PKTs; maintain new batch details for entire training team.
* Review employee performance and learning.

**Organization : Cognizant Technology Services, Mumbai**

**Duration : Nov 2020 to July 2021**

**Job Profile : US Mortgage – Post Closing Audit**

**Position : Process Specialist (Subject matter expert)**

**Responsibilities included:**

* The Post-Closing Auditor (US Residential Mortgages) is responsible for conducting audits on closed loans files for compliance with company and secondary guidelines, resolving pending items and meeting loan delivery/purchase deadlines.
* Prepare loan closing documents within Production Software System (Encompass).
* Manage a pipeline of conventional, and Government loans (FHA, VA, and USDA loans).
* Coordinate funding dates with accounting to ensure accuracy of loan disbursements.
* Analyzing and interpreting compliance reports (MAVENT).
* Order Uniform Closing Dataset (UCD).
* Manage a pipeline of FHA/VA/Correspondent loans.

**Organization : Cognizant Technology Services, Mumbai**

**Duration : Feb 2016 to Oct 2020**

**Job Profile : Associate Care (Admin – email – voice)**

**Position : Senior Process Executive (Back Office Digital Operations)**

**Responsibilities included:**

* Handled back-office process VAC- Virtual Associate Care (Email Process).
* Handled GRN process (Goods Receipt Note) which is related to finance (Audit) approving and denying the RC’s (Receipt confirmation) for supply of goods, (E.g.: Stationery, Bin liners, etc.), Service only – (E.g.: Chair shampooing, FHSC, etc.), Supply + Service – (E.g.: AC retrofitting, fitting of furniture fixtures, etc.).
* Verifying the RC’s with company stamp and POC 6 digits ID on the Delivery challan and WCC (Work completion certificate), Vendor supporting documents for service.
* Responsible in maintaining the MIS report for GRN Process. Daily, weekly, and monthly data of all the RC’s processed.
* Handled inbound communication from employees across Pan India, maintain records of all interactions, enquiries, complaints, and steps taken to resolve queries.
* Assign tickets to vendors and stake holders for resolving employee complaints and queries.
* Conducted follow up with employees on resolution of customer’s issues.
* Handling Inbound calls and email tickets related to customer service and support.
* Creating user profiles for Onvida.
* Basic troubleshooting of VAC application such as log in issues, profile sync issue for new joiners in the organization.
* Raising tickets to the app development team if the issue was not resolved by frontline team.
* Adding process updates and working on the content file to make cosmetic & content changes to the VAC app.
* Making outbound calls for taking feedback and customer satisfaction survey.
* End to end resolution for all Admin related functions.
* Working on excel for reports.
* Assigning tickets to the team and managing the follow up to avoid escalations.
* Monitoring tickets of team members and providing timely feedback.
* Taking additional responsibilities of sending process updates and briefing the team.

**Organization : TATA Consultancy Services, Mumbai**

**Duration : January 2013 to November 2015**

**Job Profile : US Mortgage -Closing process.**

**Position : Loan Closer.**

**Responsibilities included:**

* Handles the tasks of Preparing **Note and Mortgage** disclosures.
* Performs the work of calculating aggregate escrow as well as prepares appropriate disclosures and documents necessary for closing.
* Performs the tasks of solving issues that might arise at closing or before closing.
* Responsible for assisting with post-closing communication on closing as well as corrects mistakes made on documentation by the title company at the time of closing.
* Maintains accuracy of all closing screens in computer before funding the loan.

Responsible for delivering file to shipping department after closing loan and ensures that the file is in correct stacking order.

* Responsible for scheduling loan closing and types closing documents.
* Performs the work of collecting documents for delivery to real estate broker, Title Company, and lending officer for closing.
* Maintains loan information on government reporting forms and in log by using computer.

**Organization    : Podar International school, Mumbai   
   Duration           : May 2012 to January 2013   
   Job Profile        : Executive Assistant to Chairman/Principal**  
**Responsibilities included:**

⮚ Devising and maintaining office systems, including data management and filing.   
⮚ Arranging travel, visas, and accommodation and, occasionally, travelling with the   
     Manager to take notes or dictation at meetings or to provide general assistance during   
     Presentations.   
⮚ Screening phone calls, enquiries, and requests, and handling them when appropriate.   
⮚ Meeting and greeting visitors at all levels of seniority.   
⮚ Organizing and maintaining diaries and making appointments.  
⮚ Dealing with incoming email, faxes, and post, often corresponding on behalf of the manager.  
⮚ Carrying out background research and presenting findings.   
⮚ Producing documents, briefing papers, reports, and presentations.

**Organization : Just dial pvt.ltd, Mumbai**

**Duration : April 2009 to March 2010**

**Job Profile : IRO (Information Retrieval Officer)**

**Responsibilities included:**

* Selecting, managing, and acquiring resources to meet an organization’s current and

Anticipated needs.

* Classifying, collating, and storing information, usually using special computer

Applications, for easy access and retrieval.

* Creating and searching databases.
* Responding to enquirers' requests using electronic resources.
* Running effective enquiry and current awareness or 'alerting' services and developing communications strategies.

**PERSONAL DETAILS:**

Date of Birth : 1st January, 1988

Nationality : Indian

Marital Status : Single

Languages Known : English, Hindi, and Marathi

Hobby : Reading self-help books, Yoga

**Additional Activities:**

* Certified Energy Healer – Yoga Prana Vidya foundation.
* Certified REIKI Healer Level 2 – Reiki Blessings
* Yoga Certified – Patanjali Yogpeeth

**DECLARATION:**

I hereby declare that the above-mentioned information is correct to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place: Mumbai**

**(Trupti Singh)**