MANDULA ESWARI LAKSHMI PRASANNA

**E-Mail: lakshmiprassnna111@gmail.com**

**Mob:** +917090947561

**OBJECTIVE**

Seeking a challenging position in the field of Title Insurance or Mortgage Where extensive experience, excellent interpersonal and analytical skills will be fully utilized and further developed.

**EDUCATION**

Graduate B. Com Computers in year 2011.

**ORGANIZATIONAL EXPERIENCE:**

Worked at Senior Title Examiner in SITUS AMC, Pvt Ltd, from 26-April-2021 to 30th June 2022.

Worked at Sr. Process Analyst in FNF, Pvt Ltd, from 2015 - 2020

**US MORTGAGE Client Management:**

* Working on Lien Release title search (Full and Current owner search).
* Working with different public property records and Title document types (Mortgage, Deed of trust, Security deed and Security Instrument).
* Checking TAX, Parcel/PIN numbers, Correction letters, Assignment of Mortgage, Affidavit a for lien Release process
* Research for required recording information documents by using different client imaging tools.
* Working on Citrix desk top have using clint tool Fast Track application we are using Ancillary process finalized the commitment report prelim report as per Stater.
* Search public property imaging recorded documents and Updating Recording information in Clint tools with good speed and 100accuracy.
* QC Maintenance and QA meetings and updates from QA.

**Role and Profile in SITUS AMC:**

Working as Sr. Title Examiner and SME

* Preparation of MIS Reports like Dash Board, Score Card, Volume Density
* Managing team and training for new joiners.
* Involved with Quality initiatives
* Sending various reports to client and TL, Managers which are required for the process like Individual Performance Report
* Productivity Efficiency Report, Shift wise Completion Report, Weekly Reports, and Critical Error Analysis
* Act as a liaison between the clients & team members for clarification in terms of process work
* Responsible for completing the orders assigned to the team keeping in mind the SLA (Service Level Agreement) and TAT (Turn Around Time)
* Organizing Team meetings for various updates
* Monthly update KRA individual performance score
* Daily conducting Morning Huddle, Monthly Perform team Activities and Weekly conducting Refreshment meetings
* SLA Management & Escalation Management

Key Performance Areas:

People Management and Skills:

* Creating and sustaining an environment that development opportunities and motivates high performance resulting in improved efficiencies
* Planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis to meet delivery requirements
* Cross utilization within sub processes for optimum efficiency
* Good problem-solving skills
* Good co-ordination in team work
* Analysing skills and very much accurate and precise answering capacity

OPERATING SYSTEM

* Windows XP
* Windows 10 and 16
* Windows 8 and 8.1
* Power Point Presentation
* Excel individual report making and Presentation

PERSONAL ASSESSMENT

STRENGTHS:

* Active and hard working
* Adaptable and flexible
* Good grasping capacity and dedicated
* Patience and Self Control
* Positive attitude

LANGUAGES KNOWN

* English
* Hindi
* Telugu
* Kannada
* Tamil

**Present Address for Communication:**

Shiva Shakti Building,

Silicon Town,

Near Finley Water Tank,

Electronic City Phase II,

Bangalore 560100.

***DECLARATION***

*I hereby declare that the above furnished information’s are true and correct to the best of my knowledge and belief.*

**Date:**  **Yours truly,**

**Place:**  **Bangalore**  **(M.E.L.Prasanna)**