**CURRICULAM VITAE**

SANGEETHA C.A

#103,2nd main, 6th cross,

Vinayakanagar, Bengaluru-30

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**OBJECTIVE**

To make positive impact in my field of activity leading to organization growth by creative application of my value based convictions and professional divinity by putting my all efforts in the work assigned to me in an organization where I can grow along with the organization.

**PERSONAL STRENGTH**

* Strong inter – personal organizational skills.
* Sincerity towards job and punctuality.
* Able to cope under pressure.
* Good communication skills.
* Can work independently or as a part of team

**WORK EXPERIENCE:**

* Vertex. Bengaluru (Sep 2014 to April 2015), Designation for Business Associate.
* TATA Consultancy services, TCS PASSPORT SEVA KENDRA, (Jan 2016 to Jan 2018), Designation for Citizen Service Executive.
* Concentrix Daksh Services India Pvt ltd.(May 2019 to December 2020),Designation for Representative Operations

**Areas of Expertise:**

* Customer service management ,
* Client management,
* Complaint Handling and Resolution,
* Meeting the more customer

**Roles and Responsibilities (Vertex)**

* Providing information. maintains communication equipment by reporting problems
* Answered customer phone calls answering questions and offering services
* Maintaining the quality of service as required by the client and working on continuous performance improvement to offer best quality service
* Collected and updated customer information to ensure coverage was correct
* Effective and timely communication, handle different customers,
* Entered customer service notes into customer files after any contact for future reference

**Roles and Responsibilities (TCS)**

* Processing passport application
* Verifying the documents and interacting with citizens
* File management maintaining records of the processed on a daily basis
* Preparing end of the day report of files processed every day
* Document all activities and communication with customer and update cases in order to track progress
* Active participation in team and departmental meetings by providing feedback on day to day activities and suggest recommendations for improvement.
* Meticulous in detail of all paperwork and photos
* Expert in organization and filing of paperwork, ensuring its confidentiality
* Proficient in MS Office programs and governmental passport programs
* Thoroughly inspect all passport paperwork that is filed, including verification of data through phone calls, emails, etc. if needed
* Help customers through the application process when paperwork is incomplete or filed incorrectly
* Ensure the confidentiality of all documents through password protection, lock and key, or shredding unneeded documents
* Process passport applications when approved
* Update records of passports when there are changes in address, name, etc.
* Review suspicious or incomplete documents and records to avoid mistakes

**Roles and Responsibilities (Concentrix)**

Process: SPL (Screening Portal Logging)

* Screening, Processing and logging customers Complaints(Loans, cards and mortgages)
* We have to open a complaint letter (DIMS) in secure web page and have to update Customer details in the Charter (i.e., Loan, Card or Mortgage)
* Using Different applications i.e., CINS, HUON, UFSS etc., have to cross verify the customer details against the Complaint letter(DIMS)
* Verify the Customer account number is existing in bank database through CINS (Loan, Credit Card and Mortgage)
* Have to Update Customer’s details in charter and provide authorization notes to further team in charter to proceed
* If Customer is already exist will escalate the case to Further team
* If not we will log the case and create PPI Charters to the customers
* We send the Acknowledgement to the Customers and Third party

Process:-Post closing mortgage

* We are using Em-power
* We have to open in Em-power, in loan all borrower details is there, then we have to copy pasted in notepad and keep it.
* We have to open final 10-o3
* In final 10-o3 we have to check purpose of loan purchase or Re-finance loan, and we have to check loan types FHA, VA or conventional loan.
* Then we go to shipping details, in shipping details we mention name, after we go to E-FOLDER, in e –folder showing all documents.
* First we have to open Final closing package, in final closing package we have to open Audit form, final 10-o3, closing package.
* We have to cross verify all documents to borrower details (like, Note document, Mortgage document, Final 10o3,Appraisal document, Title commitment document, CD, Warranty deed, Closing protection letter, Tax information sheet.) to Borrower/Customer details (Borrower name, address, property address, Loan number, loan type, loan amount, fixed years, interest rate, pages, signature, sales prize, appraisal value, due date, closing date etc.,)
* We have a check list (it Contains all documents related questions), we have to cross verify all documents of Borrower/Customer to check list, in check list everything is current we have to select YES, if any mistake as found then we have to select NO and then that errors/mistakes have to put in notepad.
* After the completion of loan process, then all errors/information about loan have to send to Client’s mail.
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**ACADEMIC QUALIFICATION**

* BBM from GOVT FIRST GRADE COLLAGE, AJJAMPURA IN 2010 to 2013
* PUC(HEPS) from MES COLLAGE, CHIKKAMAGALURU IN 2008 to 2010
* SSLC from SRI RUDRESWARA HIGH SCHOOL, HIREKANAVANGALA,TARIKERE, CHIKKAMAGALURU IN 2008

**TECHNICAL SKILLS:**

* OPERTION SYSTEMS WINDOWS XP, WINDOWS 7, MS OFFICE & TALLY.

**VERNACULAR EFFICIENCY:**

* English, Kannada, & Tamil

**PERSONAL ATTRIBUTES:**

* Confident, Hard –working, Friendly & Goal Oriented

**ACTIVITIES AND INTEREST:**

* Listening music, & Dance.

**PERSONAL INFORMATION**

* Name : SANGEETHA C.A
* Father’s name : AELUMALAI
* Date of birth : 12:03:1992
* Gender : FEMALE
* Marital status : Single
* Languages known : English, Kannada, Tamil, & Hindi
* Permanent Address : #139,Chikkanavangala, Tarikere

Tq, Chikkamagaluru -577145

**CERTIFICATION:**

I, the undersigned, certify that the above statements are true to the best of my knowledge and belief.

**Place: Bengaluru** (**SANGEETHA C.A)**

**Date:**