**PAVITHRA JYOTHI**

**31/1 2nd cross CPV block,Ward nos 34**

**Muttappa block, ganganagar**

**Bangalore-560032**

**PH NOS : 7259937330**

**Email ID : pavithrajyothirs@gmail.com**

**Objectives**

To Obtain a position in a reputable company that has room for growth to build a career, Researching escalated customer issues and provide customer centric resolutions, Abiding by applicable regulatory and departmental policies and procedures

**Educations**

|  |  |  |
| --- | --- | --- |
| **SSLC** | **Completed in 2006** | **St Mary’s Girls High School** |
| **PUC Commerce CEBA** | **Completed in 2008** | **Reva Institute of Science and Technology (Bangalore University)** |
| **B.COM Degree** | **Completed in 2012** | **St. Anns’s First Grade College for Women (Bangalore University)** |
| **MBA (HR)** | **Completed in 2018** | **Kuvempu University (Shimoga University)** |

**SKILLS:**

* Handling Live chat
* Good written Communication
* Data Entry
* Customer focused Empathy
* Professional and friendly
* Careful and active Listener
* Multi-Tasking
* Computer Proficiency
* Creating problem solving
* Customer needs Assessment
* Excellent Grammar
* Confidentiality
* Analysing Information , Decision Making , Professionalism, Quality Focus.
* Time management

**Work Experiences:**

**1.ApnaTime Tech Pvt Ltd**

\*Department : Operation

\*Designation : Program Manager

\*Duration : From Sept 19th 2022 to March 30th 2023

Coordinating projects across an organization & ensure everything runs smoothly and follows program goals while maintaining a high level of detail for each project they oversee throughout their workday.

**Responsibilities:**

* Develop and implement strategy for the program team.
* Auditing & Quality check
* Lead creation of the program management plan.
* Oversee all activities associated with the program to ensure the program achieves its goals.
* Identify and understand program objectives.
* Manage timelines and deliverables.

**2. First Source Pvt Solutions**

\*Department : Loans (Chat Process)

\*Designation : Analyst

\*Duration : From Dec 21st 2020 to Sept 18th 2022

Chat Specialist with strong background in loans looking to expand customer service experience by providing support for consumers in technology sectors. Has experienced with communicating by chat and providing empathetic customer service through visual communication methods. A Chat process is a customer care and live chat job. The Job is performed by customer service agents, also known as chat agents. The agents interact with customers via live chat. Chat process is where the customer and the agents communicate using instant messenger.

**Responsibilities:**

* Handling customer queries on Web chat, E-mails and social media
* Educate current and potential customers with product and service information.
* Maintain accurate customer records
* Identify and escalate priority issues to the term Leader and Ops team
* Actively participate in team meetings
* Communicate with the customer in real time
* Provide updates on the status of the order
* Assist the customer with any issues they have with their orders, products, or services
* Answer any question about the companies policies and procedures
* Answers questions from customer

**3.** **Cognizant Technology Solutions Pvt Ltd.**

\*Department : Linked IN (Data Assurance) (Verification & Chat process)

\*Designation : Senior Process Executive

\*Duration : From Aug 25th 2016 to June 3rd 2019

LinkedIn was built to help professionals achieve more in their careers, and every day millions of people use our products to make connections, discover opportunities and gain insights. Our global reach means we get to make a direct impact on the world’s workforce in ways no other company can. We’re much more than a digital resume – we transform lives through innovative products and technology.

**Lynda.com** A LinkedIn Company is a leading online learning company that helps anyone learns business, software, technology and creative skills to achieve personal and professional goals. Through individual, corporate, academic and government subscriptions, members have access to the lynda.com video library of engaging, top-quality courses taught by recognized industry experts.

**Knowledge & Experience**

* Data Governance Performance Reporting, including data quality measurement, issues, risks and compliance
* Legal or numbers background preferred but not mandatory
* Maintaining a successful Data Governance Framework which has achieved data compliance and adherence to data (privacy) regulations

**Responsibilities:**

* Mapping Lynda.com courses from the Lynda Library based on the requests received from our customers. This may include courses like business, software technology, Education, CAD, etc
* Manage the requests inventory in the order they are receive.
* Supports the assessment of new uses of data both in existing and new situations
* Monitors and assesses data processing and transfer in systems both internal and external
* Response promptly to multiple auto assigned chats addressing a various range of questions and concerns
* Facilitated unscripted interactions between customers and different departments for clients.
* Provide excellent customer service while maintaining professionalism following chat structure, and meeting company metrics.
* Met monthly to collaborate with colleagues and management to review and discuss quality of work, expand product knowledge and implement new strategies.

**4. Australia and New Zealand Bank Pvt Ltd.**

\*Department : Homes Loans (Mortgage)

\*Designation : Analyst

\*Duration : From May 7th 2015 to May 13th 2016

ANZ is Third Largest banks in Australia having its branches across 33 countries. Also established in Mumbai branch today supports institutional and corporate clients in India and across the other 34 markets in our Global network with their banking requirements for local and offshore facilities.

ANZ India offers a full range of institutional banking services including Indian Rupee a Foreign currency, working capital and term financing, transaction banking, foreign exchange and interest rate solutions, Deposits, Home loans, Wealth Management and advisory services.

**Summary of Duties in IBM & ANZ**

* Preparing the documents like Property documents i.e Legal documents
* Underwriting loans for end to end process. Verifying documents provided by customers
* Valuating documents like Property papers like valuation, Contract of Sale , Disbursement and settlement Authority , DLP, Mortgage, witness checklist, Transfer of land and checking Equity position.
* Checking the eligibility for refinancing the loans
* Liaise with solicitors and vendor and broker and frontline and SAIG
* Verifying the documents like Title search, letter of offer, Statutory documents,
* Ensuring quality resolution within prescribed Turnaround time.
* Sensitize the team to reduce the number of complaints & escalations based on analysis of Service requests and Critical requests.
* Have always volunteered to support for clearing backlog TAT.

**Additional responsibilities**

* Assist the Team Lead on decisive issues related to process that arises from time to time.
* Completing the workflow
* Achieving the target
* Exceeding the production

**5. IBM Concentrix Daksh Services India Private Limited**

**\***Department : Homes Loans (Mortgage)

\*Designation : Practitioner

\*Duration : From April 29th 2013 to January 07th 2015

**Personal Details**

Date of Birth : 19th December 1989

Fathers Name : Ramdas Sakhare

Nationality : Indian Sex : Female Marital Status : Married

Languages : Kannada, English, Hindi, Telugu Passport : Valid

**I hereby declare that all above details provided are true.**

**Thank you**

**Pavithra Jyothi**