RESUME

G.DIVYA   S16,Venkatachala Nagar,
g.divya1711@gmail.com   S I H S Colony,
Phone:+919115007000   Aerodrome Post,
                                                         Coimbatore-14.

Career Objective

> To work in a challenging and creative environment, effectively contributing towards the goals of the organization and to enrich my knowledge, thereby making myself an asset to the organization.

Professional Experience

- Worked as **Process Associate** in **Tata Consultancy Services,** Chennai from Aug '13 – Jul'15.
- Worked as **BPO Trainee** in **Tata Consultancy Services**, Chennai from Aug '12 – Aug'13.

Professional Skills

- M.Com with strong analytical, problem solving and client interaction skills.
- Good knowledge of Mortgage, Capital Market, shares, dividend, mutual fund.
- Good understanding of MS Excel formulae (vlookup, hlookup pivot table etc.)
- Good interpersonal skills with an ability to understand the customer's problem and solving them.
- Training new employees and getting them productive quickly.
- Expert in listening and resolving problems.
- Expert in working pressure situations.
- Proficient in delivering high quality result.

Key Skills

- Excellent communication and analytical skills.
- Expertise in achieving customer satisfaction.
- Passionate to learn and explore new things.
- Ability to adapt to any situation and learn from it.
- Can effectively gel into a team as well as lead and motivate.
- Positive Attitude and Work Oriented.

Academic Record

- **M.Com from** Bharathiyar University on Apr' 2014 **with Aggregate of 58%.**

- **B.Com** from Sri Ramakrishna College of Arts and Science for Women affiliated to Bharathiyar University on Apr' 2012 **with Aggregate of 75%.**

- **HSC** from Thiyagi N.G. Ramaswamy Hr. Sec. School on 2009 **with Aggregate of 75%.**
- **SSLC** from P.S.G.G.Kanya Gurukulam Hr. Sec. School on 2007 **with Aggregate of 65%.**

Trainings attended

- Training on "**Effective Communication Skills**"
- Training on "**Who moved my cheese**" – To prepare ourselves to adopt changes in Work Environment
- **Solve to resolve** – To Develop Positive Attitude and Problem solving skills
- Technical training on "**Advanced excel**" Professional Experience

Computer Proficiency

- Well versed with Microsoft Office - MS Word, MS Power Point and MS Excel.
- Tally 9.
- Computer & Internet Applications.

Project Details

Project: Mortgage Project

Tools Used: Unify, Cadence, Smart GFE Calc, Smart GFE Excel, Mlabs

Duration: Aug'12 – Till Date.

Roles and Responsibilities

- Responsible to deal the assigning the processor, closer and underwriter for the loans.
- Identifying the Test loans and Employer loans in the loan application.
- Identifying the workable files and calculating estimation of closing cost.
- Process the appraisal order, flood reviews and order the title for loans.
- Responsible for verifying and reporting the frauds and credit worthiness of the borrower.
- Prepare SnapShots to capture the calculated fees details generated against the application.
- Quality Check to verify and provide accurate data to the customer.
- Calculate the estimation of closing costs by following the customer guidelines.

- Sending UDO(USAA Documents Online) to the borrowers with closing cost and appraisal value.

Achievements

- Received "Star of the Quarter" Award for Nov 2013.
- Passed Bachelor's Degree with First Class - Distinction.

Personal Details

Father's Name   : Gopalsamy.K

Date of Birth   : 17/11/1991

Gender   : Female

Mother Tongue   : Tamil

Nationality   : Indian

Marital Status   : Married

Languages Known   : Tamil, English and Telugu

 I, G.Divya, do hereby confirm that the information given above is true to the best of my knowledge.

Date: **Yours faithfully**

Place:

                                                          (G.DIVYA)