



## GLAVIA SANTHMAYOR

Bengaluru, Karnataka  
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### Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

### Experience

- |   |                         |
|---|-------------------------|
| <b>• Altisource Business Solutions (Bengaluru)</b>  | 09.03.2023 - 13.09.2023 |
| Associate, Granite  |                         |
| * Responsible for interacting by email with lenders, contractors and field inspectors to ascertain the required documents and information.  |                         |
| * Responsible for collaborating with onshore stakeholders via email and phone calls.  |                         |
| * Responsible to organize and prioritize work and meet strict deadlines as well as the ability to effectively communicate with outside parties.   |                         |
| * Responsible for obtaining pending documents and information and updating the system with the information provided by the lenders, contractors and field inspectors.                     |                         |
| * Responsible for communicating with the clients through email.   |                         |
| <b>• First Source Solutions (Mumbai)</b>  | 24.08.2020 - 01.08.2022 |
| Mortgage Processing Specialist  |                         |
| * Provide support to loan officer and underwriter teams by ensuring the timely, judicious and accurate processing of mortgages.   |                         |
| * Review and verify borrowers' income, credit reports, employment histories, property appraisals and title insurance information to prepare loan applications for underwriting submittal. |                         |
| * Ensure compliance with company policies, underwriting guidelines and lending program requirements.  |                         |
| * Communicate errors, corrections and rejections to loan officers.  |                         |
| * Efficient use of procedures, resources and programs to complete tasks.  |                         |
| * Processing Interest Only mortgage loans and evaluating financial documents.   |                         |
| <b>• NGTC Gemological Grading India Ltd (Mumbai)</b>  | 06.02.2017 - 29.05.2019 |
| Front Desk Executive  |                         |
| * Receiving goods (diamonds) from client.   |                         |
| * Preparing Entrustment Order(Contract).  |                         |
| * Returning the goods to clients after the testing process.   |                         |
| * Attending customer's enquiries, assisting in quotations etc. also attending to emails on regular basis.   |                         |
| * Handling Telephone calls.   |                         |
| Maintaining proper filing systems for office documents.   |                         |
| * Printing Certificates and Reports.  |                         |
| * Coordinating with other departments.  |                         |
| * Performing admin related duties.  |                         |
| <b>• K.R Janardhan Babu Constructions (Mangaluru)</b>   | 25.04.2015 - 31.08.2016 |
| Office Assistant  |                         |
| * Handling telephone calls.   |                         |
| * Typing various documents like quotations, invoices, general correspondence.   |                         |
| * Sending quotations and follow up the same.  |                         |
| * Providing complete secretarial day to day to the management.  |                         |
| * Maintaining proper filing systems for office documents.   |                         |
| * Handling stationery and grocery items for the office.   |                         |

## Education

- **Mangalore** Bachelor of Commerce 2015  
80%
- **Alvas Pre-University College** Pre-University 2012  
87
- **St. Thomas High School** SSLC 2010  
84

## Skills

- Disciplined and well organized. Excellent Computer skills, telephone and email operations. Strong ability to work with a variety of people. Quick learner with a dynamic and enthusiastic approach. Excellent communication and interpersonal skills. Able to work under pressure and to meet deadlines

## Interests

- Surfing through Internet, Participating in social activities

## Languages

- English
- Hindi
- Kannada
- Konkani
- Tulu

## Personal Details

- Date of Birth : 30/06/1994
- Marital Status : Married
- Nationality : Indian