**Recognitions**

* Client-appreciation for doing extra-scheduled work on time in spite of high volumes.
* Awarded R& R Award for the Best Performer of the Team for the Year 2014.
* Awarded with Infy start Award ( I-Star) For the best team player and Outstanding Performance delivered in the year 2015.
* Awarded with Knowledge Management Team for the Innovative Idea presentation

**Assistant Team Leader – Operations, Infosys BPS Ltd. Bangalore (June 2012 to July 2017)**

* Was part of Mortgage Process (Home Loans)
* Handled a team span of **16 Associates** & Manage performance of the team & make sure they achieve their Targets. Assign tasks to Team Members.
* Maintaining calibration between clients, team members by taking client calls; keep frequent interaction with clients on process updates and if any new changes in process, try to check for any process extensions possible.
* Was taken care of critical process like special loans
* Was been as a helping hand to Team Leader, to ensure the team achieves of Client specified parameters of Service (SOP’s)
* Was taken care of reporting stuffs like Production and Quality Reports, daily & monthly agent activity & Performance reports and also been as a representative in conducting weekly & monthly review with team members.
* Was responsible in maintaining Issue Tracker (tracker used to track all kind of issues encountered by team as and when they process loans) & sharing the same with Respective Internal & External Team.
* Was also done refreshers on process as and when team requires.
* Mentoring new hires on the floor to bring them up to the learning curve