**Syed Gouse lazam**

Mobile: 9676410981

E-Mail: syedgouselazam378@gmail.com

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**Seeking junior-level roles in the US mortgage industry**

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* Result-oriented professional with a distinguished track record of achievement spanning over 1.7 years in Post Closing , Geteless, Service mac .
* Demonstrated excellence in managing end-to-end operations and solution identification **in the Mortgage Process.**
* Deft in handling the entire gamut of tasks in Post closing**.**
* Excellent interpersonal, communication, analytical and planning skills with proven abilities in.

***Skills Set Entails:***

**Process Transition - Quality Assurance**

**Project Management**

**Client Complaint Resolution**

**CAREER RECORD**

**Visionet Systems, Inc. Bangalore as process analyst for post closing & Geteless Team Since Jan 04 2022 Till Date.**

Visionet Systems. is a leading services provider to the Mortgage, post closing & Gateless and related industries. Through its digitally powered services, it helps mortgage businesses transform their operations and scale their business effectively. As a part of mortgage processing services.

**Job Profile:**

* Validation of applied loan documents for final approval.
* Indexing & Data extraction of Mortgage documents.
* File setup(Data Entry)

**SIGNIFICANT CONTRIBUTIONS ACROSS PROCESSES**

* Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Providing effective resolution to customer queries and improving relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.
* Part of Dialog Action Committee, Improving on Employees Survey results across .
* Handling query management related to payments.
* Keeping a track of customer satisfaction survey for Entire team.
* Providing process training to the new associates and prepare them to be live in the process.
* Administer compensation, benefits and performance management systems
* Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems
* Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation.
* Builds effective relationships with Clients in a timely manner.
* Ensures efficient management of staff schedule and operations
* Is responsible for handling all the day-to-day activities
* Maintain records and compile statistical reports concerning personnel-related data such as performance appraisals, and absenteeism rates
* Documenting Information - Entering, transcribing, storing & maintaining information in electronic form.
* Demonstrated excellence in ensuring that the process is in compliance with 4 important factors -- Productivity, Quality, Turn around Time and Client Satisfaction.
* Maintain digital and electronic records of employees.
* Critical task types include Fund Addition & Source addition, high value of transaction will be transferred from one fund to another.
* Oversee the completion of compensation and benefit documentation.
* Assist with performance management procedures.
* Schedule meetings, interviews, HR events and maintain agendas.
* Coordinate training sessions and seminars.
* Perform orientations and update records of new staff.
* Performs administrative and office support activities for associates.
* Managing day-to-day correspondence, like Administration, Scheduling, Communicating.
* Booking calendars for the reporting and scheduling appointments and meetings.
* Controlling the incoming and outgoing documentation process and maintaining files

**APPRECIATIONS RECEIVED**

* Recognized as Role Model by management for Process Knowledge and Customer Relationship Management.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_SCHOLASTICS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* MASTER OF BUSINESS ADMINISTRATION (MBA), J N T U University. 2018 to 2020

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_IT SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Proficient in MS Office – Excel, Word and PowerPoint.

**Languages:-**

* HTML
* CSS
* JAVASCRIPT
* JAVA
* Process analyst

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PERSONAL DOSSIER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date of Birth : 12 June 1997

Marital Status : Unmarried

Languages : English, Hindi, TELUGU, Urudu.

Address : SLRS PG For Gents Behind AMR Tech park, Bommanahalli, Bangalore 560068