

RAHUL N

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SUMMARY

A candidate having professional exposure in both banking and US mortgage business process. Adept at leveraging superior communicative and interpersonal skills to work with diverse individuals and groups at all organizational level. Highly efficient management professional having exposure in supervising team members and performing the data research.

SKILLS

Quality Assurance | Cross Functional Collaboration | Time management | Decision Making | Effective Communication | Adaptable and Flexible | Proactive | Multitasking | Team Player | Attention to Detail | Team Handling | Escalation Handling | Quick Learner | Process Improvement | Training and Feedbacks | Task Prioritizing | Change Management | Planning and Organizing | Data researching and Analyzing | Strategic Thinking | Problem solving

WORK EXPERIENCE

Better Mortgage | Closer | March 16, 2021 – May 11, 2022

- Preparing and reviewing the final loan documents for closing and funding.
- Ensuring accuracy and completeness of all the required documents.
- Solving the complex issues in the loan files with minimal supervision.
- Properly resolving the tickets by meeting predefined SLA and TAT.
- Performing audit process in all the drafted final loan documents before releasing and acting as a SPOC for Indian teams and US counterpart.

ICICI Bank | Senior Officer | November 28, 2014 – April 06, 2016

- Performing routine branch operations.
- Handling multiple customer queries and service requests.
- Assisting the deputy manager in terms of managing the inventories in the branch.
- Assisting the risk manager during the process of the internal audit.
- Responsible for meeting the branch quality score.

EDUCATION

PGDM | IMS Ghaziabad | Operations and Marketing | 2018-2020 | Score – 8.4 CGPA

B.TECH | SCTCE | Mechanical Automobile | 2008-2012 | Score – 6.57 CGPA

ACHIEVEMENTS (Better Mortgage)

- Improved the production quality score from 55% to 95%.
- Streamlined the final document drafting process and cut the time by 50%.
- Trained and supervised 4 new team members for six month period.
- Closed and funded more than 300 loan files having an approximate volume of \$100MN.
- Handled a team of 7 members during the absence of team manager.
- Outperformed productivity of 45 - 50 mortgage closings per month while maintaining among highest levels of accuracy and quality in company's internal audit reports.
- Resolved 20-30 tinman query tickets on daily basis.

AWARDS and APPRECIATION (Better Mortgage)

- Received appreciation from Senior Manager for maintaining consistent quality score and fund points as a closing expert.
- All Star Award - For above and beyond contribution with respect to the closing process during the period of process improvement and transition phase (India - Full Stack Closer).

CERTIFICATIONS

- Jira Fundamentals – Atlassian University – June 2022
- Complete guide to Google Looker – Udemy – May 2022
- Consulting approach to problem solving – Udemy – April 2020
- Lean Six Sigma Green Belt - CTTC - October 2019
- Microsoft Excel Specialist - Microsoft - December 2018

DECLARATION

I Rahul N hereby declare that the above mentioned information is authentic and true to best of the knowledge.