**First Name of Application CV No:1650804**

Whatsapp Mobile: +971504753686



**CUSTOMER CARE & SERVICE PROFESSIONAL:**

A proven and target oriented professional with 6+ years of experience in Customer Care, Pre-Employment Screening, Call Centre Operations, Banking & Insurance, Loan Servicing and Financial Services in India

**CORE COMPETENCIES:**

Excellent Communication + Operations + Client Relationship Management + Handling Financial Instruments + Consulting + Customer Care & Service

**ACHIEVEMENTS:**

  Achieved company targets by more than 85% following excellence in client relationship

  Realized self-targets by 100% demonstrating excellent performance in assigned responsibilities.

  Implemented best practices at work and thus increasing the overall productivity

**PROFESSIONAL EXPERIENCE:**

**First Advantage Offshore Services Private Ltd. , INDIA May 2014 – Jan 2016**

**Verification Executive** - (Pre-employment screening):

 Worked for Client’s such as FedEx, Wells Fargo Bank, Lexus Nexus, American Insurance Group (AIG), Accenture, Hewlett Packard (HP) and United Health Group (UHG).

  Handled background screening for the applicant as well as their former employment education, criminal verification and drug testing.

 Adjudicated the background report as per Client’s instructions and forward it to “In line accuracy” team after which clients can see applicant’s pre-employment reports.

**Ocwen Financial Services. , INDIA. Dec 2011 – Dec 2012**

**Customer Care Coordinator – (Loan Servicing):**

 Customer Care, Collections, Calculation of taxes and insurance and offered resolution for delinquent loans

 Handled mortgage loans of Bank of America, JPMorgan, Litton Loan Servicing, Saxon Loan Servicing, and Homeward Loan Servicing.

 Offered assistance like modification (signed by president Obama home affordable modification program, HAMP) / also in-house modification offered by Ocwen, deed in lieu, repayment/settlement option and short sale.

**Compucare Systems (Lenovo Exclusive Store,) , INDIA May 2008 – Nov 2011**

 Worked as a Customer Service Executive for Lenovo Exclusive Store in Udupi.

 Handled Customer's concerns regarding servicing of their laptops and post-sale services.

 Answering customer's queries through telephone.

 Handled Billing, Accounts and Inventory of the store.

 Followed up with all the offers and booked orders from customers, executed the order and delivery on time.

**Intelenet Global Services Pvt. Ltd., , INDIA Nov 2006 – Mar 2008**

**Senior Customer Service Advisor:**

  Worked as Sr CSR Executive for British National Rail Enquiries, UK.

  Managing Customer Queries and advising journey routes, train timing and fares. Providing option of advance booking as well as providing an option to buy season ticket for daily commuters

  Successfully handled promotions of rail cards and various promotions of train operating companies like Virgin Trains, First Scot Rail, etc.

  Ensuring Service Level Agreement (SLA) are met and adhered to.

 Delivered excellent Customer support and service gaining appreciation from clients.

­­­­­­­­­­­­­­**EDUCATIONAL CREDENTIALS:**

Completed 10+2 (High School Certificate) in 2004 from Maharashtra Board, India.

Bachelor of Commerce from EIILM University, India.

Diploma in Computer Applications.

Passed Insurance exam conducted by the IRDA in 2011( **Insurance Regulatory and Development Authority)**

Proficiency in MS Windows, MS Office, Internet and Email

**PERSONAL DETAILS:**

Date of Birth : 6th Mar 1987

Languages Known : English, Hindi, Urdu and Marathi

Gender: Female