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**CAREER OBJECTIVE**

A job that would enable me to contribute to the growth and success of the organization and that would help me grow professionally thus providing job satisfaction and personal development.

# SKILLS

Corporate experience in Mortgage service, Client Analysis, Handling Confidential Situations, Organized, Risk Assessment, Positive, Customer Oriented and Good Knowledge in MS Office and Internet Operations.

**WORK EXPERIENCE**

## Ocwen Financial Solution Pvt. Ltd. Bangalore, India – Research Analyst, (Dec’11-Oct’15)

* Handled customer correspondence, carry out detailed and accurate analysis of the customer's query in order to provide a complete and correct response.
* Coordinate with concerned departments (cashiering, modification, foreclosure, property preservation, short sale, etc.,) to obtain data / details required to respond effectively and within TAT to the customer queries.
* Handled credit queries of the borrower and provide accurate response to it.
* Support research department performing all processing and administrative duties.
* Maintained and update the research procedures and training manuals.
* Develop and Improve Soft Skills - primarily Team Work.
* Make copies, send faxes, create and print Word documents, Excel documents, etc.
* Maintain friendly and professional customer interactions.

**ACADEMIC QUALIFICATIONS**

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| **Qualification** | **Majors** | **Month/Year** | **Institution** | **Aggregate** |
| Master of Science | Biotechnology | Sep-2009 to May-2011 | Vels University, Chennai, India | 72.29%. |
| Bachelor of Science | Biotechnology | June-2006 to May-2009 | Meenakshi College, Chennai, India | 63.63%. |

**CERTIFICATION COURSE:**

* Three month training experience at Sathya Laboratory for lab technician course.
* Six month training experience on Medical Transcription Course.
* Have done 15 days internship on Industrial Biotechnology.
* Have done a five months project on Biodegradation of Phenol by Native Microorganisms from Industrial Effluents.

**PERSONAL INFORMATION**

Sex & Marital Status: Female & Single; Age & DOB: 27 years, 24th July 1988; Nationality / Citizen: Indian; Passport No. & Visa Expiry date: M8038252, 23-04-2016; Language Known: Tamil, English.

**HONORS & AWARDS**

* **Consistent Performer:** For representing continued commitment to achieve excellence and success
* **Performer of the Month:** Achieved winner cycle more than thrice in a year.

**First Name of Application CV No :** **1657800**

Whatsapp Mobile: +971504753686

