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| **Lijoy**  [**Lijoy.364508@2freemail.com**](mailto:Lijoy.364508@2freemail.com) | C:\Users\admin\Desktop\lijoy files\Lijoy Picture.jpg |

**PROCESS ASSOCIATE**

***Proven expert in Management/Service Delivery and Customer care excellence***

5 years experienced professional with continued career progression in **Management and Service Delivery-Mortgage (US)-Customer support,** coupled with the ability to lead projects & take initiatives independently. Possesses hands-on experience in preparing daily reports, presentations and client relations (US Clients).

Keen to take on any challenging responsibility with a strong moral & ethical code. In my previous role as Senior Process Associate with SUTHERLAND GLOBAL SERVICES, entrusted by the management to generate various daily reports including daily targets and expected work completion for US clients.

***Computing Skills****: Operating System of Windows XP, 7, Basic IT Support(S/w & H/W), MS Office*

***Key Areas of Impact***

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| **Service Delivery** | **Completions handling** | **Vendor Management** |
| **Client Relations** | **Customer service** | **Invoice Management** |
| **Office Management** | **Training and Recruitments** | **Team Handling** |

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| **ORGANIZATIONAL EXPERIENCE** |

**PROCESS ASSOCIATE, Sutherland Global Services, Cochin, India Oct 2011 – Oct 2016**

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| Key Deliverables   * Analyzing the work and create a work plan * Communicate to the foreign clients and vendors. * Implementing the idea to the work environment to complete the work as per the guidelines * Managing the vendor to perform the work under the targeted time frame * Inspecting the work completed by the vendor to find if any unfinished tasks. * Inspecting the works completed by the vendor to find whether it satisfied client requirements. * Uploading the data to the Government of which the client belongs, usually US Govt. * Approving financial transactions for the vendors, for the designated clients. * Ensuring the works are completed under the guidelines and deadlines and specifications, which includes Online Address verification using government sites, Personal information verifications, verifications of violations charted by the local enforcements. * Investigate quality defects for root cause and help improve manufacturing system efficiency. * Provide maintenance and troubleshooting assistance in the processes. * Ensure adherence to all applicable regulations, policies and procedures for health, safety and environmental compliance. |

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| **Key Achievements**   * Recognized as an **outstanding professional** for taking Initiatives. * Head of MCS SYNERGY( An initiative Driven Team) |

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| **CREDENTIALS** |

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| **Bachelors** | **B-TEC, Mangalam College of Engineering, Kottayam, India (MG ‘University)**   * **B-Tech** in Computer Science and Engineering (2011) |
| **Diploma** | **Govt. Polytechnic College, Technical Education Department, Kerala**   * Diploma in Science and Engineering (2006) |

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I hereby declare that all the above information are true and correct to the best of my knowledge. Any required details will be submitted on request.