**Curriculum Vitae**

**Personal Details:**

Name : Pooja

POOJA.366368@2freemail.com

# Objective

Seeking a challenging position in Financial or Administration work environment & to achieve placement in an Organization having global presence.

# Academic & Vocational Qualification:

* Bachelor of Commerce (B.com), 2011, Mumbai University, India
* Higher Secondary Certificate, 2008, Mumbai University, India
* Senior Secondary Certificate, 2006, Maharashtra State Board, India

# Work Exposure:

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| **Senior Process Associate*****Tata Consultancy Services - Nov 6th 2012 - Nov 2nd 2016 Mumbai, India*** |  |
| Joined **TCS** as a Process Associate, allocated to a Fortune 500 client – Citigroup based in USA and then got internal transferred to the Bank Of America project.* Was associated with the BOA Doc Upload & Fulfilment team which helps the Underwriter

To identify the documents, this helps smoother completion of underwriting and disbursement.* Receiving mortgage related documents from Home Service Specialist through email.
* Analyzing the documents and segregate them accordingly.
* Uploading the documents on the E-Doc portal (BOA Application) after doing two point verification
* Labelling the document appropriately as per the labelling verbiage provided by BOA team to help the Underwriter to identify the documents easily.

**Previous Process** – **Loss Mitigation Doc Support*** Previously associated with the Loss-Mitigation Project which deals in minimizing the loss to the Customer and the Bank as well.
* Helping customers to modify the payment plan who are not able to pay their monthly mortgage payments.
* Offer suitable payment plans after reviewing the documents sent by the customer and various other parameters

Team Skills* Solving Team queries, providing training to the new joiners & also to the existing team members to create proper back up.
* Preparing Daily Productivity, QC and Inflow reports.

**HR Associate** Worked with **ROYAL BANK OF SCOTLAND** (RBS GROUP) from AUG-2011 to MAY-2012 as a HR associate at Lower Parel branch (MUMBAI)I hereby declare that all the information given above is correct to the best of my knowledge & belief. |