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 **Dayesh.**

**Dayesh.374503@2freemail.com**

**Skills:**

***\* A proficient team player with command over XL/VBA language***

***\* Adaptable to pressure situations***

***\* Always believes in giving more than 100% to an assigned project***

**Educational Qualification:**

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Institution** | **Marks (%)** |
| Graduate In Computer Application | Nagpur University, Maharashtra | Apex Institute of Management & Technologies | 65.13% |
| Mechanic Radio & TV | Dept. of Employment & Training. Govt. of Karnataka | M R Punja ITC Mulki | 69.15% |
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| P.U.C(12th Std) | Dept. of Pre-University Education Board. Govt. of Karnataka | Shree Narayana Guru English Medium, Mulki | 53.50% |
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| SSLC (10th Std) | Karnataka State Board. | Shree Narayana Guru English Medium, Mulki | 51.20% |

**Technical Qualification:**

|  |  |
| --- | --- |
| **Qualification** | **Institute** |
| A+[Hardware & Networking ]**,** Microsoft Certified System administrator & engineer;Cisco Certified Network Associate. | Rooman Institute of Technology |

**Expertise:**

**Certification:** \* Microsoft Certified System Administration & engineer.

\* Completed AllRegs Mortgage certification.

**Technical Skills:**

* Operating System: Microsoft ***Windows Server 2000/2003/2008/2012*** Editions, Windows XP Professional, Windows 2000 Professional & Windows 7.
* Familiarity in Installation and Configuration of Active Directory Services in Windows Server2000/2003/2008/2012 Server Environment.
* Adept in Administering ***Active Directory Services.***
* Implementing and administering ***DNS, DHCP*** etc.
* Backup/Restoration of user data’s and **AD** database using Windows backup software.
* Remote Administration & Remote Admin Tools: Terminal Services.
* Installation and administration of IIS 5.0 and above, configuring websites (Virtual Directories) and Troubleshooting.
* Managing users and groups, profiles and rights / Installation and Administration of Antivirus.

**Network Administration:**

* Install and Configuration of Cisco Routers and Switches
* Configuring **Access Lists**
* Knowledge of **WAN** Technologies
* Configuring **ISDN, Frame Relay, NAT, PAT** in Router and **VLAN** in Switches
* First Level Troubleshooting.

**Professional Experience:**

**Company:** Cognizant Technology Solutions India Private Ltd

**Designation:** Process Specialist / Team coordinator.

**Experience:** 9.10 years**. (**3rd Dec 2007 – 6th Oct 2017)

**Job Description:**

I was working for a Business process servicing, Cognizant Technology Solution India Pvt ltd company. It is a leading provider of consumer, financial and property information, analytic and services to business. We collect and maintain property tax information of US based clients and help them take an effective decisive actions that solves today’s business challenges and customer services.

**Project based role -**

* **WFM – Work flow management.**
* **Excel VBA Developer** – Analyzing and creating tools/Automation to reduce time for the task which consumes more time.
	+ Create VBA programs to automatically update Excel workbooks, encompassing class and program modules and external data queries.
	+ Ensure projects are completed on time and achieve with good success rate.
	+ Expertise in VBA macro/ automation /pivot table/ power point/ SQL /strong in excel Analytic tools.
* **Team Handling** –
	+ Allocating daily jobs and workloads.
	+ Training new team members.
	+ Acting as a resource for other staff members.
	+ Managing team performance and progress.
	+ Constantly looking for ways to improve processes.
	+ Monitoring the performance of team members.
	+ Completing team-related task.
	+ Implementing new initiatives and making sure all members understand them.
	+ Managing and monitoring staff attendance.
	+ Created automated Macro performance tool / giving prompt and accurate information on individual member performance.
	+ Attending and participating in team meetings.
	+ Ensuring a clean, safe and friendly working environment.
	+ Reporting to senior managers.
* US Mortgage Loan and Tax verification.
* Responsible for implementing and understanding of client policies and solution offering.
* Loan research - verification of loan documents and updating loan and tax information.
* Procurement of tax amounts based on assessed value of the property.
* Taking the initiative to advocate conflict solving critical decision making skills in work Environment.
* Updating the process documents for various projects as per client policies.
* Experience in US real estate mortgage, property tax procurement unit for our multinational

Clients, property tax calculation, developing new processes and ensuring adherence to high

Quality standards for the team performance.

* Investigation of assessed property value against client system.
* Receiving the client details from all the reputed US Mortgage banks
* Issues and concerns raised with relevant US tax officers.
* Handling large client portfolio and assisting them in calculating their property tax and sending

Them their weekly and monthly valuation activities.

* **Audit/ RCA (Root Cause Analysis)** – Performing audits and RCA for claims received against the process and also for errors created by the analyst.
* Following up with the counterparty and clients for any type of discrepancy. Resolving client’s

Queries pertaining to tax discrepancies, security setup as well as their property documents.

* Pre cycle Audit - Verification of Loan information before tax payment cycle Audit.

**Languages known:** English, Hindi, Kannada and Tulu.

**Certification:**

* Awarded ***outstanding performance*** for the ***Month*** of ***March'08, Aug'08, Oct'08, Nov'08, Dec'08, April '09, June '09, Sep '09, Oct '10 & July’11.***
* *Certified as* ***Eagle Award winner*** *for* ***Outstanding Performance for the Year*** *(Jan 2009- Dec 2009).*
* ***Wow Award: April’12, July’12, Oct’12, June’14, May’15.***
* ***Certification of Appreciation: Dec’12.***
* ***Opel Award (Unicorn): Oct’14, April’14, July’15 & Jan’17.***
* ***Game changer: June’17.***

**I hereby declare that the above furnished information is true to the best of my knowledge and belief.**