**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CRYSTAL \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**E-mail:** crystal.374759@2freemail.com

**Visa Status: On Visit Visa from 06-Nov-2017 to 30-Jan-2018**

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**OBJECTIVE:**

A dedicated, passionate and self motivated individual who is eager to attain a position in a professional environment where I can enhance my skills in the best possible way for achieving the company’s goals.

 **OBJECTIVE :**

**EXPERIENCE:**

**January 2016- September 2017.**

**Xome Services India Private Limited, Chennai**

Parent Company – Nationstar Mortgage.

**Designation**: Process Associate.

**Job Profile:**

* Check if the customer is subject to a 90 – delinquency
* Identify whether the document is a Cheque, Single ledger balance or outgoing/incoming wire transfer and upload the respective  document to the particular Orders
* Acquired all signatures and information of the customer  to complete a title transfer or approval Efficient in date entry on the computer
* Reviewing the detail report of the insurance written document and publishing the Final Policy to the client.
* Responsible for providing complete and accurate loan closing documents
* Gathers closing figures,input closing information and generate loan documentation
* Coordinates with the buyer and sellers and real estate agents to complete loan submission and set up closing date and time
* Calling and Mailing  the customers to confirm the signing date of the customers if required

**May 2014 – July 2015**

**Serco Global Service (BPO), Ambit IT park, Chennai**

**Client**: Barclays Bank UK

**Designation**: Sr. Customer Service Executive (Tele-Sales and Customer Service)

**Job Profile:-**

* Tele-Sales for existing customers for new business and products
* Assessing the mortgage Application
* Verify and process all the income documents necessary for the mortgage
* Verify and Compare the data with source documents
* Contacting  the client from time of assignment until the case is closed via telephone or mails

**August 2013 - March 2014**

**HCL Ltd, Greams road, Chennai**.

**Designation**: Customer Service Executive

**Client** - US- Office Depot

**Job Profile:-**

* Dealt with various customers via online Chat regards to the queries of the customers
* Handling 2 or more chats with the customers simultaneously
* Assisted the customer in product search through our clients website
* Copying, scanning and storing documents
* Checking for accuracy and editing files, like contracts
* Manage the flow of documentation within the organization
* Retrieve files as requested by employees and clients
* Maintain confidentiality around sensitive information and terms of agreement

**QUALIFICATIONS:**

**2010-2013**

B.Com (Computer Applications)

Women’s Christian College. Chennai, India

**2008 – 2010**

Higher Secondary

St. Mary’s Marticulation Girls school. Chennai,India

**2006**

SSLC

St.Matthias Anglo-Indian school, Chennai,India

**2006-2007**

Diploma in Business Skills and Computer Applications

 Progamme Title-Desktop Publishing

 Tamil Nadu Open University, Chennai, India

**INTERNSHIP:**

**Organization Name:** World vision,Chennai

 **Duration:**40 Days

 **Project Title:** Desktop Publishing

* Entering the given data in the MS Excel and MS Office
* Arranging the documents according to the year, Date and Time

**SKILLS:**

* Self-Confidence
* Handling Pressure
* Life coping Skills
* Ability to handle two or more processes at the same time
* Mentoring the new agents
* Time Management
* MS Office

**LANGUAGES KNOWN:**

* English
* Tamil

**DSFEWFHHHHH**

**INTEREST:**

* Listening to music
* Mehendi designing
* Drawing

**PERSONALDETAILS:**

Date of Birth:       31st May , 1991

Nationality:          Indian

Religion:               Christian

Marital Status:     Single

Expiry: 28-Dec-2025

Hereby, I declare that all the information furnished above is true and accurate to the best of my knowledge and belief.

 **Sincerely,**

Crystal.