## Objective:

 **GLEVITA**

# Dubai, U.A.E

Email: glevito.374832@2freemail.com

|  |
| --- |
| To with an organization where creative challenging and innovative work is carried out. I intend my career with leading corporate of H-Tech environment with committed and dedicated people. Seeking a challenging opportunity and increasing responsibilities in an organization, which can give me growth and platform to perform my ability.**Strength:** An experienced, dynamic, highly motivated and hardworking Customer Service/ Guest relations Executive with self- employment and marketing experience, looking to serve an organization with high credentials, thereby achieve organizational objectives and personal growth through immense experience, dedication and communication. |
| * **Communication skills - through report writing and presentations;**
* **Team working skills - through group projects and seminars;**
 | * **Problem-solving, project and time management skills;**
* **Organizational skills;**
 |

## Professional Experience:

**Responsibilities:**

**Cognizant India Pvt. Ltd**

Process Executive August 2016 – September 2017

* Working under the taxation department, dealing with different types of American tax files related to real estate for a reputed international mortgage company to update its data base and to report its customers on timely basis.
* Communicating with the authorized tax collectors in America through calls, emails and faxes.
* Procuring and validating the necessary tax files and other important data.
* Working for International Business Process Outsourcing Companies, calling business partners to verify information on Owners, Real estate, commercial, and Auto Insurance Claims, Policy Types, and updating the payment information to client tool on real-time basis.
* Verifying property and vehicle information for financial institutes - Wells Fargo, Compass Bank, GMAC, and Bank of America.
* Understanding and meeting the client expectations as well as the importance, revenue generation and criticality of the work through quality and efficiency of work.
* Resolving tickets related to various lenders like escrowed and non-escrowed loans.
* Assisting new associates to troubleshoot tickets and conduct training sessions.
* Offering solutions to the top management regarding Process related queries.
* Conducting sessions to populate new techniques and sharing knowledge.
* Understanding the Performance metrics based on data, analyzing the trends and internal quality reports to identify the areas of improvement.
* Preparing the work-related reports and sending them to managers for review.
* Planning and executing the personal and corporate events.

## Academic Qualification:

* **B. SC (Bachelor of Science)** from St. Agnes College, Mangalore University. India
* **DCA (Diploma in Computer Application)** from Mangalore University, India

## Competencies

* Ability to meet deadlines and work with minimal supervision and guidance.
* Good team player and Multitasking capabilities.
* Outstanding verbal and written communication and presentation skills.
* Ability to present information clearly.
* Creative problem solving & conflict resolution.
* Ability to work under pressure, adoptable, creative and imaginative.
* Excellent organizational and motivational skills.
* Prioritize in a multi-task environment.

## Technical Qualification & IT Skills:

MS Office : Word, Excel, PowerPoint. Access Operating system : Windows XP Professional Computer Education : DCA

## Personal Information:

Date of birth : 7th March. 1996

Nationality : India

Marital Status : Single

Religion : Christian

Languages Known : English. Hindi, Kannada. Konkani and Tulu

## Declaration:

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

Date:

Place: Dubai, U.A.E (Glevita)