

**Ajay**

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**CAREER OBJECTIVE:**

Looking forward to meet the challenges with greater responsibly in Banking & Customer service. Seeking a long-term opportunity within the business community, where my professional experience, education, and abilities would be advantageous to the growth of my employer and myself.

**CAREER HIGHLIGHTS**

* Proven track record of consistently achieving the set targets during entire career span.
* Good Team Player and ability to handle multiple tasks successfully.

**PROFESSIONAL EXPERIENCE**

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| **NAME OF THE COMPANY** | **POSITION** | **DURATION** |
| Ocwen Financial Service Pvt Ltd | Senior Analyst | 11th Aug 2011 till 31st Aug 2017 |
| Venus Print-N-Pack | Data Entry Operator | 10th Sept 2010 till 31st July 2011 |
| INTELNET GLOBAL SERVICE LTD | Customer Service Executive | 21th Jan 2009 till 07-Sep-2010 |
| Barclays Bank (UAE) | Archive Clerk | June 2008 till Sep 2008 |
| EFunds International India Pvt Ltd | Team Member | 9th July 2007 till 9 June 2008 |

**OCWEN FINANCIAL SERVICE PVT LTD**

* Member of Investor Approval Mailbox team which includes handling task of obtaining decision from Ocwen’s Investors on Loss mitigation plans offered to the borrowers.
* Scrutinizing and verification of plans offered and documents before submitting it to the Investor
* Day to day handling of any escalated tasks or ad-hoc request from the Investor.
* Collaborated closely with Ocwen’s internal business units for certifying Investor’s concerns are timely handled and responded.
* Ensuring every assigned task is timely actioned and closed with 100% accuracy.
* Handling day-to-day allocation work to fellow team members.
* Involved in conducting process training sessions for the new joiners and providing process updates to the other team members, as and when required.
* Day-to-Day sample quality checking of closed tasks to ensure all the quality parameters are followed correctly.
* Assisted Team Lead in preparation of Process Manuals and MIS reports.

**Special Achievements:-**

* Promoted as Senior Analyst in the year June’2015 for successfully accomplishing required deliverables.

**Venus Print-N-Pack**

* Handled the Day-to-Day entries of Purchase orders in the system and preparation of daily progress report.

**INTELNET GLOBAL SERVICE LTD**

* Worked with the In-bound call process for Vodafone by handling corporate customer queries related to their billing or plan change requirements.
* Handled complaints and Customer queries for Platinum & Gold customers.
* Adhered to AHT and Quality parameters by ensuring highest standard of quality and compliance.
* Successfully managed to assist Vodafone customers by offering best possible solution to their concerns.

**Barclays Bank (United Arab Emirates)**

* Worked on a project for three months which involved updating premium customer records and information into internal systems.
* Preparation and maintenance of day-to-day reports which are reviewed by management.

**E-Funds International India PVT Ltd**

* Worked for O2, leading telecom service provider in U.K. in a process which involved transferring tariff plans of the customer from one billing system to another.
* Processing Tariff Transfers as per Customers Request and Adding Value Added Services.
* Adhere to highest standard of quality and compliance.

**ACADEMIC QUALIFICATIONS**

* Completed graduation in the field of Commerce from Mumbai University in Oct 2007.

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| **COMPUTER PROFICIENCY** |  |  |
| Office Software | **:** | Good knowledge in MS Office (Excel, Word, Power Point) |
| **PERSONAL PROFILE** |  |  |
| Date of Birth | **:** | 08th June 1983 |
| Nationality | **:** | Indian |
| Languages Known | : | English, Hindi, Gujarati and Marathi |

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

Place: Mumbai

Date:

Ajay