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| **Arunava** [**arunava-397373@gulfjobseeker.com**](mailto:arunava-397373@gulfjobseeker.com)  **Photo** | |
| core24x24iconsCore Competencies   |  | | --- | | ***Customer Acquisition & Retention*** | |  | | ***MIS Reporting*** | |  | | ***Process Evaluations & Improvements*** | |  | | ***Escalation Management*** | |  | | ***People Management*** | |  | | ***Team Management*** | |  | |  | |  | |  | |  | | Targeting assignment in **Banking Operations** with an organisation of repute  **Industry Preference: Banking& Operations** |
| knowledge24x24iconsProfile Summary |
| * A competent professional with **12years** of experience in Mortgage Functions in Banking Sector that includes**1 year** of Freelancing Experience * Expertise in functions related to Client Servicing, Team Management and Process Enhancements * Acquired knowledge in managing Mortgage Operations across assignments and procedures, lending guidelines & technological resources; resourceful in **conducting trend analysis for collections and forecasting cash flows** and MIS reporting * Steered customer centric operations and ensured customer satisfaction; achieved delivery / service quality norms * Pivotal in customer acquisition & retention, advising clients with different investment avenues in various financial products and services as well as tracking overall profitability of the organizations * Accurate and precise in all work related assignments with the skills to contribute to corporate financial goals |
| career24x24iconsCareer Timeline | |
| **Opinion & Market Research Company**  **Nov’05 – Apr’07**  **Zenith Software Ltd.**  **Jan’08 – Sep’09**  **Feb’10 – Present**  **Jul’04 – Jul’05**  **Barter Card Lanka Ltd.** | |
| Professional Experience  **Feb’10 – Nov’19**  **as Mortgage Releases Officer/SME/Financial Analyst**  **Key Result Areas:**   * Managing a team of 30 members and processing the daily requests in order to achieve agreed SLAs * Analyzing customer requirements and releasing loans * Delivering high level of customer service by completing the work in an accurate and timely manner * Understanding end-to-end process of Mortgage Release Process and preparing legal release documents for the settlement * Retaining accurate records of loans, analyzing the effectiveness of the company’s credit control system and implementing changes to improve profitability and reduce bad debt * Interacting with customers on disputed invoices and resolving their issues with a win-win strategy * Spearheading escalations and ensuring timely closure of the loans * Participating in resolving any customer queries and complaints and effectively and escalating as appropriate * Improving the process, including process ideas that result in reduced customer effort (i.e. automation of processes, streamlining of processes) * Supporting change initiatives in line with ANZ’s vision and values * Inspiring staff to exhibit behaviors, which demonstrate support for the business vision   Previous Experience  **Jan’08 – Sep’09**  **Zenith Software Ltd., Bangalore as Process Executive**  **Key Result Areas:**   * Worked on two international websites: [www.hotelclub.com](http://www.hotelclub.com) and [www.ratestogo.com](http://www.ratestogo.com) * Updated phone no, fax no, e-mail add, commission, payment method as per the particular hotel contract, hotel rates and so on * Assessed the effectiveness of hotel sales, methods, costs, and results   **Nov’05 – Apr’07**  **Barter Card Lanka Ltd., Sri Lanka as Trade Coordinator**  Freelancing Experience  **Jul’04 – Jul’05**  **Opinion & Market Research Company, Bangalore as Marketing Consultant (Freelancer)**  IT Skills  Programming Languages: C, C++  Operating System: Windows XP, 95, 98  Additional Software: MS Office, HTML  Education  **2017** MBA(Banking Management & MIS) from Matrix Institute of Business Management  **2004** BCA from Bangalore University, India  Personal Details  **Date:** 18th April 1982  **Language Known:** English, Hindi and Bengali  **Valid Driving License** | |