**Tinu**

**Tinu.306734@2freemail.com**

**Career Objective**

To secure a challenging position, through which I can contribute to the success of the organization and apply my skills effectively as a professional.

**Executive Summary**

* A competent professional functioning in the role a Corporate Trainer
* Possess excellent interpersonal, communication and organizational skills with proven abilities in training, team management and customer relationship management.
* Goal-driven Individual with broad experience in fast-paced, call center environments requiring expertise in, team building, training, and troubleshooting.
* Effective in utilizing resources, improving processes and improving quality.

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| **Academic** | **Board /University** | **Year of passing** |
| Bachelor's of Commerce | Pune University | 2011 |
| Higher Secondary Certification | Maharashtra Board | 2006 |
| Secondary School Certification | Maharashtra Board | 2004 |

**Professional Developments**

**Organization** : **Homeward Residential India (Ocwen Financial Corporation).**

*Designation : Corporate Trainer | Pune, Maharashtra, India | February 2013 - July 2016*

Based in Pune, Homeward is in the business of servicing loans for mortgage companies.

**Role**: Joined as a **Foreclosure Analyst**

* Delegated Work Scope from the Corporate Banking clients to the Foreclosure Attorneys and associates in US as well as in India
* Built conducive works relations through people management skills that enhanced productivity
* Managed events that is in the process of Foreclosure
* Assisted clients with personal and corporate Tax issue
* Tracked and audited Foreclosure sales in the respective regions aligned to me
* Mentored New Joiners during from OJT to Production Floor
* Trained offshore associates over conferences
* Answered a constant flow of customer call with up to 40 calls queue per minute.

 Later promoted as a **Research Specialist**

* Delegated and Aligned Work Scope to the Research associates.
* Handled Escalations (Supervisor Calls) transferred by the Research Agents
* Reviewed and analyzed projects spending throughout Project life cycle. And respond to customer enquiries to ensure that all queries are resolved to that customer's satisfactions with time line.
* Monitored payment due for clients and promptly contacted client with past due payments.
* Also handled Customer Calls / managed customer written enquiries as per business needs
* Designed Call Flow for call taking associates.
* Managed wide variety of customers service and administrative task to resolve customer issue quickly and efficiently.
* Tracked and audited payments received and make necessary disbursement to department or Governing body .
* Managed , tracked and monitored financial, statistical and operational data trends.
* Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.
* Managed, tracked and monitored financial update , watch list and insurance files.
* Coordinate and follow up with Operations and Sales team for account related issues and maintaining good working relationship with Clients

Eventually moved to the Corporate Training Team as **Corporate Trainer**

* Conducted train the trainer (TTT) programs successfully for Upcoming Mentors
* Conducted train on Soft skills & Communication skills
* Conducting classroom training sessions (NHT), reinforcement sessions for the bottom quartile and one on one coaching sessions based on the Communication and Process. Also conduct operational activities and perform training of customers from board levels to general staff and internal trainers.
* Conducted Team Building activities with Learning and development team .
* Was actively involved in calibrations and different client sponsored workshops.
* Managed MIS designing to enhance productivity and provide data so we may continuously improve our service to the customer /client.
* Conducted Refresher and Update trainings to bridge gaps between departments.
* Initiated team building activates intra department.
* Created, designed  evaluates training needs and participates in the development and delivery of training materials.
* Proactively ensured and managed Logistical and administrative tasks/challenges.
* Designed and conducted Product Knowledge Tests (PKT) for various departments as per process and compliance updates.

**Organization** : **Hutchison 3 Global Services Private Limited**.

*Designation :* Finance Advisor *| Pune, Maharashtra, India | February 2011 - February 2013*

 Based in Pune, H3G is into providing online customer service for the customers in United Kingdom for 3G networks.

**Role : Customer Financial Advisor.**

* Handled inbound and Outbound calls for Collections
* Managed customer calls efficiently and effectively in a complex, fast-paced and challenging call center environment.
* Prepare floor audit report and assist with floor audits
* Raise request for customers invoices and send them out in a timely manner to the customers .
* Understand the needs of the Customer and then offer plans as per Customer’s needs.
* Mentored NHT team on the Production Floor
* Initiated Fun activates for the process and played active role as Fun Committee Member.
* Documented all customer inquiries and comments thoroughly and quickly.

**Organization** : **Care Management International, (CMI).**

*Designation :* Customer Support Representative *| Pune, Maharashtra, India | December 2008 - August 2009*

 Based in Pune, CMI is a provider to online customers with periodic magazines.

**Role : Customer Support Representative.**

* Handled outbound calls and managed general enquiry calls for a Sales Process
* contacted customer to follow-up on purchases, suggest new merchandise and inform them about promotions and upcoming events
* Was in the TOP 5 for achieving Sales Target across the globe.

**Additional Certification**

* Negotiation Master class
* Certified Wellness Coach
* Certified NLP (Neuro Linguistic Programming) Business Practitioner
* Advanced Diploma in NLP and Coaching (Neuro Linguistic Programming)
* Certified Associate Leadership and Executive Coach

**Extra Curricular Activities**

An active member of Rotaract club Pune.

**Personal Information**

**Technical Skills** : Knowledge of MS Office, Internet and e-mailing.

**Languages Known :** English, Hind, Marathi and Malayalam.

**Hobbies / Interests :** Painting, Drawing, Music.

**Date of Birth :** 3rd December 1986.

**Marital Status :** Married

**Nationality :** Indian.

**Declaration**

I hereby declare that the above-mentioned information is true to the best of my knowledge.

**Date :**

**Place :**