**Gautam** 

**Personal Information:**

* Email: gautam.369694@2freemail.com
* Date of Birth: 6th August 1988
* Nationality: Indian

**Career Objective:**

To make a sound position in corporate world and work enthusiastically in team to achieve goal of the organization with dedication and hard work. I would like to enhance my professional skills in a dynamic and fast paced workplace.

**Work Experience:**

Ocwen Financial Solutions Pvt Ltd.

 Service period: 14th February 2012 to 1st March 2017

* Customer Care Coordinator
* Relationship Manager – Home Retention Department.
* Asset Manager – Asset Management Department [Specific investor handling]
* Relationship Manager – Specialized Home Retention Department. [Contested/Litigation files]
* Managing around 400 portfolios to provide Resolution.
* Handled outbound, inbound calls, and returned voicemails, call back request and responded to emails from borrowers and attorneys in an appropriate manner.
* On a daily basis reached out to assist Customers, their Authorized representatives and their Attorneys in regards to their concerned mortgage.
* Offer resolution options such as Payoff, Reinstatement, Modification, Short Sale, and Deed in Lieu or even Settlement & Refinance as per case to case basis depending on the Consumer Financial Protection Bureau & Investor guidelines.
* Assigned to the Specialized Queue to handle Specific investor. [Freddie Mac and Fannie Mae]
* Assigned to the Specialized Queue to handle Special portfolios. [bankruptcy/ contested and litigated files]
* Calculating Customers Income and expenses to conclude the resolution offered. This includes understanding cash flows and loss to Investors on the restructured plans.
* Educate customers on the status of their files; assist them in making payments guiding them while understanding their delinquency.
* Assist customers with an additional information required such as understanding escrow balances, late charges, fees and expenses or their payments already made or reversed.
* Worked with 5 different departments.

FIS Global Business Solution India Pvt Ltd.

Service period: 10th May 2010 to 4th March 2011

* Customer Care Coordinator
* Helping customers on how to use the credit/gift card and also letting them know the advantages of using the card at specific places and also helping customers with disputes and replacement of card if damaged or lost.

Intelenet Global Services Pvt Ltd.

Service period: 6th August 2007 to 11th September 2008

* Senior Customer Service Executive.
* Helping customers with railway inquires and connecting services.
* Handled irate customers and offered them resolutions.

**Educational Qualifications:**

* H.S.C. from Thakur college of science and commerce [ Maharashtra Board]
* S.S.C from Don Bosco high school [ Delhi Board]

**Computer Skills**

* Well versed with MS office tools (MS Word, MS Excel)
* Technically sound with computer Hardware and Software (OS).

**Qualities:**

* Ability to lead, motivate, develop and train staff.
* Highly developed interpersonal, negotiation and conflict resolution skills.
* Ability to ensure integrity of services and ethical business practices.
* Sound communication and organizational skills with the ability to build and maintain effective working relationships.
* Results orientation, persuasive, active listening, problem solving and rapport building skills with the ability to adapt to a constantly changing environment.
* Verbal and written communication, business development, high touch customer service, attention to detail & organized, self-sufficient & proactive, professional public speaking & presentation experience, ability to successfully training others.
* Have always been an active part in organising fun day and event at work.

**Personal Details:**

* Date of Birth: 06/08/1988
* Marital Status: Single.
* Nationality: Indian.
* Languages: English, Hindi, Tulu
* Visa Status: Visit Visa
* Reference: Will be provided on demand

Declaration:

I do hereby declare that the above stated information is true to the best of my knowledge.

**Gautam**