# Curriculum vitae

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**Miss Priyanka**

Address - Dubai, UAE

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**Objective:-**

Seeking a challenging position to utilize my skills & ability in areas which offers a professional growth while being resourceful, innovative & flexible.  
  
**Profile Summary:-**

* Over all experience in working for Mortgage Banking, BPO handling voice/non-voice process, Quality Analysis(QC),Subject Matter Expert(SME) .
* Excellent track record in customer service.

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**Professional Experience :-**

* **Cognizant Technology Solutions- Senior Process Exceutive(QC and SME) -2011-2017**

**Job Description**

* US Mortgage Loan and Tax Verification.
* Loan Research - Verification and updating customer loan and tax information.
* Legal Verify - Validation of property legal description.
* Pre Cycle Audit –Verification of Loan information before tax payment cycle audit ensuring accurate amount of taxes are paid to the right customer.
* Making desired changes in TALON.
* SME(Subject Matter Expert )-Mentoring new joiners, Giving training to new joiners on basis of work and checking the inventory on daily basis and clear it on time.
* QC- (Quality Analysis)-Monitoring and auditing the quality of production team.
* Assisting Team Members to ensure that quality is consistent and making sure that there is no room for error and client escalations.
* **I-Search Private Limited Mangalore- as a Online Support Executive (2010-2011)**

**Job Description**

* Maintain team, customer services & facilities.
* Maintain stock, supplies and inventories.
* Solving web application issue by using Trouble Shoot.
* Giving online Training to customer.

**Academic Qualifications:-**Bachelor of Computer Application (BCA) Mangalore.  
Pre University Certification, PU board, Mangalore.  
SSLC, Vidyadayinee High School, Mangalore, Karnataka Secondary Education Board.

**Computer Knowledge:-**

* Detailed Computer Operation in MS office, Data entry & typing.
* Internet Browsing & computer program installation.

**Personal Details:-**

Date of birth : 13.03.1990  
Nationality : Indian  
Marital Status : Single  
Languages known : English ,Hindi & Kannada.

**Declaration:**

I hereby declare that the above information given by me is true to the best of my knowledge.

Yours faithfully,  
Priyanka