**CURRICULUM VITAE**



**Name: SAGAR**

**Email:** [**sagar-394566@2freemail.com**](mailto:sagar-394566@2freemail.com)



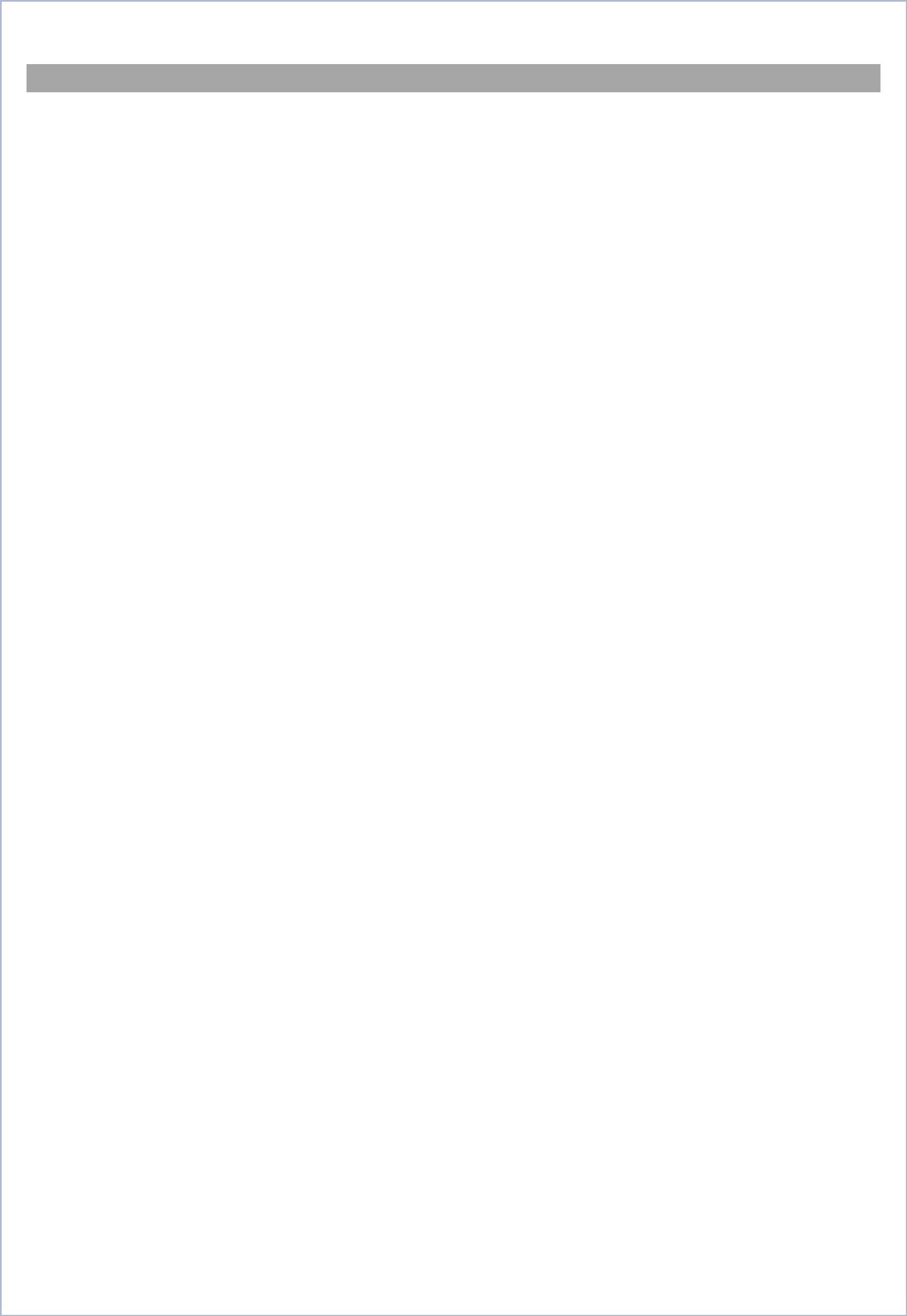
**Profile:**

A self-directed and self-motivated individual with dignified personality and diverse experience. Poised to transition of over 5 years of experience in Compliance, Client relations, Multi-tasking and handling challenging position within the department. A pioneer in thinking style, with his work marked by excellence, can flows and directs creative power to meet high standards for self and the company. Exceptionally organized and disciplined, possess well developed inter personal and leadership skills coupled with strong customer insight approach and the ability to motivate and direct others in a supportive corporative team environment, correctly looking forward to make a life out of his career interests by dedicating his services to an organization that fosters attention to quality, honesty and integrity.



**QUALITIES / SKILLS (DEMONSTRATED)**

* Well organized with people management skills who can manage multiple people working a various project all at once to ensure the timelines are met.
* A goal-driver lead that maintain a productive climate and confidently motivates, inspires, enthusiasm and coaches employees to meet high performance standards.
* An eloquent speaker with a clear communication and superior interpersonal skills.
* A dept in preparing and maintaining the administrative and management report by communicating effectively with all levels of management.
* Proactive attitude with the ability to use initiative and positively influence others.
* Process high-level of intellectual curiosity to learn and experience new things.
* Deliver dynamic, high effective presentations that are clear and concise, conveying facts and information in an engaging manner.
* Innovative problem solver who can utilize critical thinking and generate workable solution and resolve complaints.
* Have a high tolerance for change, a strive for excellence even while working within tight timeliness.
* High energetic and enthusiastic who can present ideas with conviction.
* Resourceful team player who excel at building trusting relationship with colleagues.
* Strong commitment to the highest degree of work ethics, high quality standard and strong Customer’s orientation with a passion for delivering value to customer.
* Able to thinks and do things differently

**Associated with Ocwen From June 2014**

* Currently working as a key member of the Loss Mitigation Compliance team as a Senior Analyst from June, 2016.



**My responsibilities as a Senior Analyst Compliance Team:**

* Ensuring the total volume for the department are worked completely
* Ensuring the daily/weekly and monthly target and timelines are met
* Ensuring my goals are met without any legal or compliance issue
* Taking care of the quality to make sure the target is met as a team and department
* Analyzing the business requirement and flexible with the shift timing
* Preparing daily, weekly and monthly report for the department and presenting to the higher management
* Ensure that the Team members have a common and accurate understanding of process.
  + Drive performance by analyzing the situation and priority.
  + Constantly keeping a tab on my performance (HRD, Quality and SLA)
  + Conducting Internal process audits & process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines.
  + Ability to handle departments escalations
  + Provide training and floor support to the new hires and tenured staff



**Worked as Underwriter Specialist from April 2015 to September 2016**



**My responsibilities as an Underwriter Specialist:**

* Analyzing and verifying the loans to check the eligibility for Short Sale and Deed in Lieu as per borrower’s request.
* Handled loan boarding from another servicer. Ensuring all the mortgage documents are proper and borrower can get the best resolution.
* Assigning task to the team and ensuring the resolution is provided in timely manner.
* Worked on projects assigned by overseas management
* Handled escalations efficiently and provided resolution within the deadline
* Was a part of new application (EQUATOR) testing to make sure the details are proper when it goes in production

**Worked as Associate from June 2014 to March 2015**

**My responsibilities as an Associate:**

* Processing loans to check the eligibility and updating the details in system for Short Sale
* Ensured 100% quality in my assigned task
* Ensured100% production in my assigned task
* Handled escalated files and provided suitable resolution to the customers
* Worked closely with the management team and ensure my goals are met.

**Academics:**

* Bachelor of Commerce
* Higher Secondary Education
* Secondary School Education

**Achievement in Ocwen:**

* Awarded as a Runner- Up Debut Performer for the year 2014
* Promoted as underwriter in the month of April 2015.
* Awarded as a Performer of the Department for the year 2015.
* Got an opportunity to Train Team on Quality & Process. Received appreciation for the same from Management.
* Received Spot Award from Management for the year 2017
* Awarded as the Top Performer for the 02nd Quarter year 2019

**Activities and Interests:**

* I like to be involved in adventurous activities
* Travelling, Music and Sports
* Have Operated Background music in Gujarati play (Till 2013)
* Freelancing music

**Languages Known:**

* Fluent in written/spoken English, Marathi and Hindi & can talk Gujarati.

**DECLARATION:**

**I hereby, declare that above mentioned particulars are true the best of my knowledge and belief.**

**Date:**

**Place: India (Mumbai)**