**CURRICULUM VITAE**

**PRADEEP MUKUND SALVE**

**Mobile: 9821031071**

**Email:** **salve.pradeep1@gmail.com**

**CAREER OBJECTIVE:**

To work with an ambitious organization for dynamic learning and contribute substantially towards the growth of the organization and explore my potential by putting in hard work and perseverance coupled with responsibility, competitive spirit and clarity of vision in the right direction which provides career growth.

**EDUCATIONAL QUALIFICATION:**

* Bachelors in Commerce from S K Somaiya College in the year 2013
* H.S.C from S K Rai’s College of Commerce in the year 2008
* S.S.C from Maharashtra Board in the year 2006

**EXPERIENCE:**

* **WhiteHat Junior (*Training Manager*) October 2019 Till Date**

It’s India's #1 Live online 1:1 platform for coding and math. Kids learn logic, structure, sequence, and algorithmic thinking to generate creative outcomes like animations and apps. All classes are taught via a Live 1:1 Online platform connecting top certified teachers to children.

* **Altisource Business Solutions PVT. LTD. (*Process Trainer, Mortgage Closer and Disburser*) May 2014 till August 2019**

It is a Mortgage Company which provides end-to-end solutions in origination and servicing and offers online real estate platforms for consumers and investors.

* **EFFORT BPO – CLEARTRIP (*Travel Executive*) – 1 year and 5 Months** CLEARTRIP is an online travel agency which deals in reservation of Flights, Hotels & Trains and provides great customer service in the same field.

**IT Exposure:**

* Operating System: Windows 2000/2003 and Windows XP, Windows 7
* MS Office (Word, Excel and PowerPoint)
* Visio
* Outlook mailbox and Group mailbox

**PROFESSIONAL EXPERIENCE – I (Process Trainer)**

**Company: Altisource Business Solutions PVT. LTD.**

**Role: Process Trainer - REO Settlement Services**

**Duration: January 2018 – August 2019**

**Job Responsibilities as Process Trainer:**

* Deliver dynamic training sessions (New Hire Process Training, Weekly Process Update Training, Cross Functional Training, Refresher Training, etc.)  across the organization and deliver process overview classroom and online/WebEx based training
* Tracking performance of the NHs during the OJT phase
* Prepare, standardize and organize training modules, digital folder structure (SharePoint) and naming conventions across organization
* Prepare as well as update the Standard Operating Procedures (SOPs) • Prepare TNI and TNA for the process as per the requirements
* Schedule conference calls and meetings with the Clients, Managers, Underwriters, Compliance Department and Directors to discuss the TNI and TNA and seek the required signoffs
* Coordinate with the Software Development Team to incorporate the new changes into the system and test the accuracy of the changes
* Join the call calibration sessions scheduled by the Quality Team and provide the required feedback and assistance
* Manage knowledge transfer, material development and training delivery
* Create, refine and deliver new hire, new vendors’ and new clients on boarding program
* Collaborate with quality team and management/operations to identify operational deficiencies and develop lean, solution oriented, measurable training
* Successfully manage multiple, high priority projects with competing deadlines
* Highly adapt at building and maintaining fruitful, beneficial relationships horizontally and vertically across organization
* Provide new ideas, suggestions and implement the cost saving projects and built up a firm process which enhances the productivity and service of the organization
* Suggest new and creative revenue generating concepts and process the implementation through Change Management System
* Successfully onboard new Trainer(s) and undergo the Train The Trainer ideology
* Provide floor assistance across the organization

**Achievements:**

* Received appreciations for the new projects and managing multiple competitive trainings and tasks at a time
* Rewarded for the cost saving remedies
* Rewarded for the revenue generating projects

**Professional Traits:**

* Well versed in setting up an End-to-end Training Department
* Excellent Training Skills
* Content Development
* Process Enhancement
* Excellent Coaching Theory for PIP (*Performance Improvement Plan*) and Refresher Trainings
* Good communication skills and capable of interacting with people at all levels
* Proactive approach
* Plan and suggest the cost saving strategies
* Plan and suggest the revenue generating techniques
* Ability to take initiative and work in a fast-paced environment
* Time Management

**PROFESSIONAL EXPERIENCE – II (Mortgage Closer and Disburser)**

**Company: Altisource Business Solutions PVT. LTD.**

**Role: Closer & Disburser - REO Settlement Services**

**Duration: May 2014 – January 2018**

**Job Responsibilities as Mortgage Closer and Disburser:**

* Primarily dealing with re-sale of foreclosed properties, Title Insurance and other requirements of buyer and seller and other parties who are involved in the REO Closing Process
* Coordinate with Property Preservation Company and make sure the assigned properties are preserved from possible damages, liens, tax sale and other possible threats. Also ensure that the utility dues, association dues, tax dues, liens, etc., are paid and cleared up to the closing date
* Assign the external and/or internal notary/attorney for Closing and Signing
* Prepare Settlement Statement (HUD-1), Closing Disclosure (CD) and other documents required by the Seller and the Buyer/Borrower
* Provide excellent customer service to both internal and external parties and ensure smooth Closing and Disbursement of REO property
* Make sure the checks are released accurately and on time and the recording requirements are met. (*as per the SLA*)
* Prepare various reports to be shared with the internal management and clients

**Achievements:**

* Won awards for the Outstanding Performance for Quarter’1 and 2 in the REO Dept. (2015) and (2016) respectively
* Won two Awards for the Maximum Appreciations in the year 2017 and an Award for the Best Customer Service in Dec., 2017
* Received 3 Corporate Social Responsibility Program Certificates for the Social Service Events held in the organization
* Awarded for the best quality calls and received reward ($amount) straight from Virginia, USA
* Rewarded for providing 54 process changes proposals

**Professional Traits:**

* Excellent customer handling skills and ability to build rapport with clients
* Good communication skills and capable of interacting with people at all levels
* Proactive approach and ability to take initiative and work in a fast-paced environment

**PROFESSIONAL EXPERIENCE – III (Travel Executive)**

**Company: EFFORT BPO (CLEARTRIP)**

**Role: Travel Executive**

**Project: Travel Bookings**

**Duration: 1 Year and 5 Months**

**Job Responsibilities as Travel Executive:**

* Taking inbound calls and helping passengers with the travel related queries
* Dialling outbound calls to meet the sales requirement of hotels and flights bookings
* Handling the calls and the queries of the Customer Complaint’s Department • Booking desired flights and hotels for the passengers
* Providing best service and offers to the passengers
* Converting a potential query into a confirmed booking/sale
* Providing floor assistance to the new hires
* Monitoring the CC Pulse and the teams across organization to assist the leads and the managers
* Prepare and share various reports to management and clients

**Achievements:**

* Received certificate and award for the Best Quality Call and Service
* Notched up awards for best performance in production

**Professional Traits:**

* Sound logical reasoning, analytical abilities and problem-solving skills
* Excellent customer handling skills and ability to build rapport with clients
* Preparing Reports to be shared with Higher Management and Clients
* Proactive approach
* Ability to take initiative and work in a fast-paced environment

**PERSONAL DETAILS:**

Complete Name: Pradeep Mukund Salve

Father’s Name: Mukund Sitaram Salve

Complete Address: R.C Barrack Number 16, Room Number 184 Chembur Camp, Mumbai - 400074

D.O.B: 10th September, 1990

Phone Number: 9821031071

Email Address: salve.pradeep1@gmail.com

Nationality: Indian

Hobbies: Watching and Playing Cricket and Listening to Music

**Declaration:**

I hereby confirm that the aforementioned details are true to the best of my knowledge.

Yours Sincerely,

 **(PRADEEP SALVE)**

Place:

Mumbai.