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|  | Shalini Babula Singh   |  |  |  |  | | --- | --- | --- | --- | |  | Bengaluru, KA 560033 |  | 988 680 7024 | |  | shalini.b.singh4@gmail.com | | | |

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| **Professional Summary** | |  |  | | --- | --- | |  | Experienced Banking Transaction Processing (Complex) for Australian Mortgages with over 5 years of experience in banking industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits. Seasoned Financial Advisor resourceful, hardworking and passionately dedicated to satisfying customers. | |

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| **Skills** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * Presentation skills, good command of English (written/oral) which is essential for the role * Develop and support to improve process quality * Demonstrate professionalism, self-motivation, positive attitude, communication and participating in a team * Ability to multi-task, working to deadlines accommodating levels of volume without deterioration in task quality * Strong attention to detail, proactive, desire to question, goal-oriented and drives for resolution of problems * Ethical Business Practice * Attention to detail * Strong presentation skills * Acute listening skills – clients may not understand their needs and you need to be able to ask focused questions in order to ascertain their needs | * Negotiation skills – to speak to mortgage providers and their underwriters * Technical knowledge of the mortgage industry and specific areas * A knowledge of technical terms related to your field * Good numeracy and literary skills * A working knowledge of computers and computer programmes such as Excel and Word and also specialist programmes * The ability to work to a deadline * Excellent interpersonal, customer care and communication skills | | |

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| **Work History** | |  |  | | --- | --- | |  | Sr. Advisor *09/2012 to 02/2018*  **Concentrix Daksh Services Private Limited India | Bangalore, Karnataka**   * Preparing mortgage loan file by reviewing loan application, clarifying or obtaining additional information. * Accepting onshore clients service requests through Skype Chats and Microsoft outlook * Obtains mortgage loan documentation by ordering land survey (plans and quotations), title search and related information from the onshore client. * Maintains customer confidence by keeping mortgage loan information confidential. * Updates job knowledge to the team by participating in workshops, maintaining personal networks. * Analyzing database to spot common trends and underlying problems. * Providing consultation to the team on new concepts introduced in the process. * Develop associates through coaching performance and goal setting, working on teams as subject matter expert * Consult with line management to surface employee issues related to performance improvement * Provides interaction /role play support for training development and delivery. * Assisting and mentoring the new hires during their on-job training. * Taking ownership of customer issues reported and seeing problems through to resolution * Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams * Provide prompt and accurate feedback to fellow mates. * Conducting production and non- production trainings to the newly joined, related to the company and providing an overview on Australian culture. * Resolved conflicts and negotiated mutually beneficial agreements between parties**.** | |

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| **Education** | |  |  | | --- | --- | |  | | Commerce  *05/2011*  **CMR Institute Of Management Studies, Bangalore**  Business Organization and Management  Banking and Insurance  Financial Analysis and Reporting  Cost Accounting  International Business  Advertising  Auditing and Corporate Governance  Business Communication  Fundamentals to Financial Management  Consumer Affairs and Customer Care  Personal Selling and Salesmanship  Computer Applications in Business | |

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| **Accomplishments** | |  |  | | --- | --- | |  | Was given the opportunity to work in the below departments as individual development program   * Indexing * Triage * Sales support unit * Facilitator for onboarding new recruiters * Production and process training | |

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| **Star performer of the year award** | |  |  | | --- | --- | |  | * Selected as the best rundown performer about cross skilled processes to offshore clients * Conducting live sessions * Conducted one-to-one session with local and global vendors and clients * Conducted surveys for feedback about the set protocols * Reducing manual and repetitive tasks * Highest number of customer satisfaction feedback and surveys | |