**Satheesh R**

Bengaluru, KA 560073 ♦ 9035560194 ♦ satheesh.cooldude@gmail.com

Professional Summary

Hard working individual with 7 years of experience in US Mortgage industry involved in loan processing and loan servicing field for US Mortgage with effective customer support considering SLA's & Quality as high priority.

Highly motivated and positive individual with great organizational and communication skills with high quality of customer support being provided to make sure the customers are happy with the service being provided.

Always on track of being selected for promotion within fast paced environment.

Superior customer service skills with the ability to response to queries in a timely, friendly and helpful manner whilst ensuring all TAT's are met.

Ability to achieve results through energetic and positive focus. Able to establish productive and successful professional relationships both internally and externally.

Skills

|  |  |
| --- | --- |
| * Proficient user of Microsoft office, E.g. word, excel, power point * Innovative thinker emphasizing creativity and productivity * Highly motivated and proactive self-starter adhering to deadlines and requests * Team Player, Fast Learner & Flexibility * Ability to work under pressure * Strong team-building skills * Strong Leadership Ability |  |

Work History

Process Specialist (Acting Lead), **08/2013 to 03/2020**

Cognizant Technology Solutions – **Bengaluru Karnataka**

**Team Lead 07/2020 to Present**

**Mr.Cooper Bank - Bengaluru Karnataka**

* Performance Planning / Performance Metrics - Prepare / sign off on the KRAs / deliverables of the team in order to meet the operational objectives (TAT) of the team and to make sure that the team is achieving the production and quality target on a daily basis to set a high standard for the work being done.
* Process Improvement - Worked on the inventory management to stay on top of the ELD and High Priority tasks to make sure the SLA's are met on a daily basis. Targeting the population which is creating the 80% of the errors and also placing quality control by having timely RCA's and analysing the issue and also having the discussion with the associates on a daily basis to discuss the errors to make sure the team is avoiding the errors to be repeated.
* Customer Interaction - Resolve escalations from the process owners in order to ensure strong customer relationships.
* Resource Optimization - Implement corrective actions based on review, implement cross training to improve the core production and plan to keep buffer at the required level
* Governance Compliance - Participate in specific internal and external governance activities by adhering to the governance models applicable at a process / operational level
* Knowledge Management - Ensure compliance to the KM system for the specific process and document exceptions and artifacts such as case studies, best practices etc In order to capture and maintain tacit knowledge
* Ensure Service Level Agreements and/or quality measures are met, making recommendation or adjustments if appropriate
* Provide guidance and support to the team in order to ensure delivery predictability
* Training - Trained people on the mortgage process in Mangalore for the project to be setup
* Quality Check - Part of the FPA (First Pass Accuracy) Project and successfully achieved 98% quality.
* Client Calls - Discussion of SLA loans, Quality, Production numbers
* Team Handling Experience - Handling a Team of 10 to 15 associates from 2018 in Cognizant.
* And Currently handling a team of 39 Associates under 9 Different Teams for Mr.Cooper.
* Handling the reporting activities, work allocation and status update of accounts within the team.
* Provide leadership, coaching and foster collaboration to attain team and individual goals

Education

B.Com: Finance, 04/2013

ST.CLARET COLLEGE - BENGALURU

Accomplishments

• Awarded Best performer of the month (8 times)  
• Trained fresher’s and experienced individuals on the mortgage process in Mangalore for the project to be setup.

• Best performer of the quarter. (4 Times)

• Met deadlines consistently.

• Appreciation received as the team's external quality was less than 70 % when i was moved into a new team and team was missing the quality TAT, made sure the team is able to perform well and proper feedback's was given and from then there was no miss on quality TAT.

Signed: Satheesh.R Date: 12/2020