

Rajat.S.Nair

23, Unnati Splendour Layout

Kempegowda Layout, K Narayanapura

Bangalore 560077

7624865665

prirachu@gmail.com

PROFESSIONAL HIGHLIGHTS

- Managing the day-to-day activities with utmost ease and professionalism and to build a trustworthy relationship with the customers.
- Excellent communicator with strong leadership skills and the ability to build cohesive productive teams while fostering and encouraging creativity and individual expression.
- Dealt extensively with US customers regarding loan modifications and helped customers in their day-to-day banking transactions.
- Areas of expertise:
 - Customer Service expertise providing high quality service to both vendors and customers.
 - Provided training and guidance to new employees.

WORK EXPERIENCE

Operation Manager (Safe Food eCommerce) - Tralexho – Jan 2023 till date

- Manage orders and review online subscriptions on ecommerce portal.
- Work with customers if any issues on orders, payments.
- Manage accounting, trade and commercial tasks needed for the ecommerce operation.
- Ensure and improve quality across supply chain supply chain including sourcing control only safe and traceable food is delivered.
- Ensure and improve customer satisfaction and experience.
- Support customers via phone, short messages or email.
- Summarize the sourcing requirements for deliveries with logistics partner for fulfillment.

Team Lead- Closing USA: Sourcepoint Mortgage (2021 to 2022)

Managing and handling a team of 25 associates and drive the team to achieve their productivity and quality targets.

Significant Accomplishments

- Maintained daily, weekly and monthly production reports.
- Co-ordinated activities of the department with the AM/Manager to include work flow monitoring, process improvement, training and reporting.
- Monitored and evaluated staff performance, attendance and also generated reports as necessary.
- Delivered high quality reports to clients to achieve operational targets.
- Awarded Best Standout Performer twice.

Senior Analyst-Title Curative :Sourcepoint Mortgage (2016 to 2021)

Interacting with clients and attorneys based on Title requirements.

Significant Accomplishments

- Handled all calls pertaining Title Curative.
- Provided resolutions to have all the files closed.

Senior Analyst-Valuations: Sourcepoint Mortgage

- Worked with Valuations team for appraisals, BPO and property conditions.
- Trained new hires on Valuations process.
- Customer experience and Client escalations.

Senior Analyst- GMAC: ISGNovasoft Technologies (2009 to 2016)

Handling US customer calls on Loan Modifications.

Significant Accomplishments

- Assisting US customers who are in default to set up a loan modification plan.
- Providing an alternative option to avoid the property going into Foreclosure.
- Working with appraisers to provide Brokers Price Opinion on subject properties.
- Working with the bank in providing BPO values on subject properties in US.

Senior Customer Support Officer, Banking, Mphasis an EDS Company (2005 to 2009)

Assisting customers in their day-to-day banking transactions.

Significant Accomplishments

- Worked as a Customer Experience Index Coach for the Bank.
- Monitoring, coaching and giving feedback sessions to the agents.
- Helping the team members to excel in customer satisfaction.
- Recognised for Best Sales and received accreditation for completion of Canadian Banking Process.

Customer Service Representative, Yugathri Infocomm Solutions (Jan 2005 to November 2005)

Worked as a Process Associate for UK customers.

Manager/Cashier, Lake Junction

Responsibilities

- Inventory checks on stock position and booking orders with the distributors.
- Handling of all bank records on day-to-day transactions.
- Preparation and finalization of stock registers, Cash and Purchase Books.

EDUCATION

Diploma in Mechanical Engineering (August 1986)

S.J.Polytechnic, Bangalore

S.S.L.C (April 1982)

St. Joseph's Indian High School, Bangalore

ADDED VALUE

- Language Skills: Multilingual
- Computer Skills: MS Office (Word, Excel)