



EJAS NASAR A

22/04/1991

Male

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SUMMARY

B.E graduate with 7 years of work experience in US Mortgage, Insurance & Customer Support. Good knowledge in Hardware, Software, Assembling PC & Operating System issues. Work experience in Linux & VMware. 4+ years of Microsoft Excel knowledge including SUMIF, COUNTIF, Vlookup functions, Conditional formatting, Pivot table, & Dashboard.

SKILLS

Operating Systems : Windows, Linux

Microsoft Pgms (Excel, Word, Powerpoint)

Database - Oracle11g : SQL Fundamentals

Microsoft Power BI

INTERESTS

- Fathers Name : M Thameemul Ansar
- Nationality: Indian
- Passport Number: V4355066



EDUCATION

SRI SHAKTHI INSTITUTE OF ENGINEERING AND TECHNOLOGY, COIMBATORE
B.E - Computer Science & Engineering - 62%

SEP 2008 - APR 2012

A. E. T. MATRIC HIGHER SECONDARY SCHOOL, ERODE
Higher Secondary - 73%

APR 2007 - MAR 2008

A.V. P. MATRICULATION SCHOOL, TIRUPPUR
SSLC - 70%

APR 2006 - APR 2007



WORK EXPERIENCE

FIRSTSOURCE SOLUTIONS PVT LTD
Senior Quality Analyst

JAN 2021 - FEB 2022

- ▲ Prepare Closing Disclosure-Initial CD/Revised CD for FHA, VA and Conventional loans (Refinance/Purchase) by verifying documents including Title Commitment, Tax, HOI, Flood Certificate, Payoff, Appraisal and Underwriting . Validate all the required docs and request to client through mail if any document is missing.
- ▲ My role is to do sample QCs and share the feedback to the team. Conduct RCA / Calibration call with the bottom performers every month and gave some training to improve their quality scores.

Technical Support Associate

- ▲ Troubleshoot internet and PC issues. Configuring Modem and Router.
- ▲ Sending technicians for line issues. Resolved customers inquiries via Phone.

NOBLESERVE SYSTEMS PVT LTD
Senior Associate

JUN 2020 - JAN 2021

- ▲ Worked in Soft pro & Atclose application (US Mortgage) to audit pre-funding files by verifying documents including Title Commitment, Payoff, Tax, HOI/HOA.
- ▲ My role is to audit the loan & make the changes if anything is mismatched.

SUTHERLAND GLOBAL SERVICES
Associate-CS Internet

APR 2018 - APR 2020

- ▲ Worked as Customer Support for Amazon (US & Canada). Resolved an average 50+ Email/Chat per day from customers related to delays in shipment, lost orders, order mistakes, etc.
- ▲ Achieved 90% average customer satisfaction rating.

VISIONET SYSTEMS PVT LTD
Senior Associate

MAY 2015 - AUG 2017

- ▲ Prepare Closing Disclosure (US Mortgage) by verifying documents including Title commitment, tax, deed & Payoff. Request to client through mail if any docs is missing.
- ▲ My Role is to prepare Closing Disclosure package and send it to client directly.

THINKSYNQ SOLUTIONS PVT LTD
Customer Support Associate

FEB 2014 - DEC 2014

Worked in Voice process for ICICI Pru life Insurance. Resolved customers inquiries via phone call (Inbound & Outbound) & consistently exceeding targets and pioneering processes for better customer satisfaction.



EXTERNAL CERTIFICATIONS

- ☑ Certified in **Microsoft Excel Expert** (2022) & **Oracle11g**: SQL Fundamentals (2015).
- ☑ Participated in **Microsoft Power BI Workshop** (2022).
- ☑ Undergone Basics of **PC Hardware and Networking** Training including PC Assembling, Software Installation & Troubleshooting (2009).