

Abdul Shahil
Financial and banking services
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Profile

With over 2+ years of dedicated experience in mortgage services across various banking institutions, I have honed my expertise in facilitating seamless and efficient mortgage processes. My proficiency encompasses all aspects of mortgage services, including but not limited to loan origination, underwriting, and closing procedures. I am adept at ensuring compliance with regulatory requirements and delivering exceptional customer service.

Professional Summary

Company	Role/Department	Years of experience
Cognizant	Process Executive	March 2021- June 2023
Cognizant	Senior Process executive	July 2023- Feb 2024

Professional Experience

Roles and Responsibilities

- Identifying new business opportunities.
- Writing up weekly progress reports.
- Maintaining relationships with external stake holders as well as staff and answering all queries politely and on time.
- Addressing any questions or queries promptly and politely.
- Ensuring all processes are administered in accordance with company regulations, also as health and safety codes.
- Establishing and maintaining relationships with staff also as external clients and vendors.
- Training new hires and helping them on how to work return and refund in real estate property taxes.
- Delivering returns & refunds under tight deadlines.
- Responding to queries on any adjustments made in the return and refund preparations.
- Maintain the business control as per the requirement.
- Communicate in a manner which is understood by client or end users.
- Connect & provide highest level of satisfaction to the customer.
- Generate client specified reports relating to operations.

IT Skills

- Well acquainted with Microsoft office (Word, Excel, Power Point)
- Knowledge of SAP and Tally ERP 9

Other Achievements & Extra Curricular Activities

- Recognized as “Unicorn award” by Cognizant in year 2023.
- Recognized as “Spotlight & Ace of rookies” Cognizant in year 2021-22.

Education

- **Bachelor Of Commerce, Mangalore University** **2015-2018**
Specialization in Accounting, Taxation & Cost Management Accounting
- **Commerce, Govt PU College** **2013-2015**
Specialization Accounting Business Studies & Economics

Certificates

- **Six sigma green belt certificates**
- **Tally ERP 9**

Additional Skill

- **Project Management**
- **Complex Problem Solver**
- **Strong Decision Maker**
- **Innovative**
- **Communication Skill**

Personal Details

- **DOB** **04-12-1997**
- **Nationality** **Indian**
- **Marital Status** **Single**
- **Languages Known** **English,Hindi,Malayalam Kannada**