

# VIOLET AVREL ALVARES

ADMINISTRATOR | SECRETARY | ACCOUNT ASSISTANCE | HUMAN RESOURCES | LOGISTICS

## PERSONAL SUMMARY

I am a dedicated individual who strongly desires to begin a career as a Process Associate. Possesses excellent organizational skills, attention to detail, and talent for learning and adapting quickly. Highly motivated to contribute knowledge in a forward-thinking organization. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management, and problem-solving skills. I am currently looking for a job in Administration, Secretary, Account Assistance, Human Resources, or Logistics, and I am open to any relevant opportunities.

## EMPLOYMENT HISTORY

### Sr. Process Associate

Envoy Mortgage Pvt. Ltd, Mangalore, India

OCT 2011 - AUG 2023

#### | Key responsibilities |

- Reviewing critical mortgage documents and Providing escalation comments on unsatisfied criteria for document correction.
- Processing a loan based on the statuses of "Cancel," "Withdrawn," and "Denied," would typically involve reviewing the loan application and associated documentation, verifying the reasons for the status, and taking appropriate actions accordingly.
- Sending emails to the Loan officer and following up on the emails.
- Ensuring up-to-date employee holiday records.
- Guiding the team based on management direction.
- Conducting quality checks on files processed by agents tracking errors based on severity and maintaining high-quality standards.
- Assisting in training staff members and new hires.
- Maintaining computer and manual filing systems.

### Process Associate

IBM Daksh Business Process Services Pvt. Ltd., Bangalore, India

JUN 2007 - JAN 2010

#### | Key responsibilities |

- Analyzing individual customer/client needs and handling customer/client requirements within the stipulated time frame.
- Responsible for ensuring that gas and electricity a/c's are organized to the customer without errors.
- First point of contact of the team for any queries next to the Team Manager.
- Projected adaptability from simple tasks to complicated tasks, offering regular knowledge and support to the team.
- Handled the critical task called SOX Report for GAS and ELEC. It involved preparing SOX reports and Work Outstanding reports to the Clients.
- Overseeing and supervising the work of junior staff.
- Handled Ombudsman/escalation cases and provided floor support throughout the registration process.



+91 99648 69885

violetalvares20@gmail.com

Mangalore, India

## PERSONAL DETAILS

Date of Birth: 20-07-1976

Nationality: Indian

Marital Status: Single

## EDUCATION

Bachelor of Arts, Canara College  
Mangalore University - 1997

Diploma in End-user Computing  
and Executive skills, First  
Computers, Mangalore - 1999

## SKILLS

- Time Management
- Attention to detail
- Empathy
- Critical Thinking
- Problem Solving
- Adaptability
- Cultural Awareness
- Prioritization
- Active listener

## LANGUAGES

- English
- Hindi
- Konkani
- Kannada

**Secretary / Account Assistant**

**Gulf Laboratories Co. WLL (Part of Mannai Co-op QSC), Doha - Qatar**      OCT 2005 - OCT 2006

**| Key responsibilities |**

- Documentation and preparation of material testing reports of clients and consultants.
- Preparation of Invoices and receipts.
- Maintaining client's outstanding lists.
- Attending customer queries.

**Secretary / Account Assistant**

**QUTBA Trading and Contracting Est. Doha - Qatar**      JUN 2002 - JUN 2003

**| Key responsibilities |**

- Preparing and verifying Invoices, receipts, and vouchers in conjunction with maintaining employee's time sheets.
- Preparing supply statements and maintaining outstanding supply lists.
- Computerization of day-to-day accounts.
- Attending customer calls and preparing pay slips and salary statements.

**Secretary / Account Assistant**

**Premier Traders, Mangalore, India**      MAY 1999 - MAY 2002

**| Key responsibilities |**

- Handling bank and cash transactions.
- Managing store operations, including preparing purchase orders, ordering goods, and checking quality and quantity of goods.
- Performing sales invoicing and maintaining stock records.
- Addressing customer queries.