



Quality Assurance Administrator

NITHYA BHASKARAN

GET IN CONTACT

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CAREER OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

➤ **WELLS FARGO INTERNATIONAL SOLUTIONS PVT. LTD. - BANGALORE, INDIA**

❖ **QUALITY ASSURANCE ADMINISTRATOR**

| **December 2022 – May 2023**

Responsibilities:

- Responsible for timely reviews on loans processed by Home Loan Processors (HLPs) and providing them constructive feedback.
- Analyzing Risk of the process to come with the better performance.
- Making recommendation using reporting strategy for repairing loan defects.
- Review and verify Customer/client income, credit reports, and employment history information to prepare loan applications for underwriting.
- Reviewing the Client Details by Performing the KYC procedure to make sure the Credit worthiness of the Customer/client.

❖ **FINANCIAL ANALYST**

| **April 2018 – November 2022**

Responsibilities:

- Worked under different processes and departments: Retail processing support ADS, DRFP, ADS++ process and IAT (Income Analysis Tool).
- Analyzed the US tax return Based on the client Employment information to ensure the income percentage which matches the customer stated income and validate data of the borrowers and updating the same in IAT (Income analysis tool) where the underwriters use the Income Analysis Tool to analyze the income of the borrowers and their business income and close the loan ASAP.
- Offered friendly and efficient service to all customers, handled challenging situation with ease.

Immediate Joining

- Perform pre-underwriting tasks. Analyze history & credibility of the applicant & responsible for ensuring that all loan documentation is complete accurate & complies with company policy.
- Analyzing the Risk of the Process.
- Complete Document Analysis of client & supporting Underwriters to take decisions.
- Performed audits for team members to improve their learning curve and share best practices to minimize time spent and improve quality.
- Monitored due dates and deadlines and worked to submit all documents on time or early.
- Was selected as Subject Matter Expert for the new batch acting as a point of contact between team lead and team member indulging in day-to-day operation and work.

PERSONAL DETAILS

- Nationality: Indian
 - Date of birth: 16 Sep 1993
 - Marital status: Married
- Visa Status: Visit Visa

LANGUAGES

English, Malayalam, Hindi

EDUCATION HISTORY

NATIONAL INSTITUTE OF TECHNOLOGY KARNATAKA (NITK)

Surathkal, Mangalore, Karnataka, India
Master of Business Administration (Finance and Marketing)

Model College IHRD Madikkai

Kasaragod, Kerala, India
Bachelor's in Commerce

ACHIEVEMENTS

- Being flexible in switching between the processes and maintaining 100% quality month on month in all the trained processes.
- Received Top performer and Share success award
- Received WF Champion award.
- Given idea projects for the process improvements.

SKILLS, TOOLS & STRENGTHS

- MS Office, CORE
- Result-oriented and ability to work under pressure.
- Flexibility & Adaptability.
- Quality Management, Process auditing
Eye for detail.
- Managing External Escalations, Due Diligence