



# Tracy Parmar

Perform to the best of my abilities and potential so as to successfully achieve organizational objectives.  
Wish to join a dynamic organization that keep pace with the latest technologies and leverage my skills & offer the best of my services to the organizations.

## Work experience

### Merchant Dispute Specialist

May 2017 - Present

*JP Morgan Chase, Mumbai*

- Resolve conflicts and manage customer expectations, Determine customer needs and provide appropriate solutions through relationship building
- Effective verbal and written communication with both external and internal customers Documenting customer account activities thoroughly and concisely
- Engaging interactive dialogue with customers through active listening, Approach problems logically and with good judgment to ensure the appropriate customer outcome
- Making appropriate decisions on behalf of the customer quickly and effectively, Prioritizing work to ensure efficiency, Conduct research, Critical thinker and ability to exercise independent judgment, Accuracy and attention to detail
- Required to abide by all applicable regulatory and department practices and procedures, Familiarity with multiple browsers, multiple tabs, window navigation and instant messenger tools

### Front desk Executive cum Assistant to Company Treasurer

Jul 2016 - May 2017

*Shazè Pvt Limited, Mumbai*

- Answer phones and operate a switchboard, Route calls to specific people, Answer inquiries about company, Greet visitors warmly and make sure they are comfortable
- Call persons waiting for visitor and book them a room to meet in, Schedule meetings and conference rooms, Collect and distribute parcels and other mail
- Perform basic bookkeeping, filing, and clerical duties, Prepare travel vouchers, Take and relay messages
- Update appointment calendars, Schedule follow-up appointments.

### Advanced Underwriter for Mortgage Services

Jan 2011 - Jul 2016

*Intelenet (Serco Global Services), Mumbai*

- Taking ownership of each customer and prioritizing customer needs
- Led efforts to underwrite loans generated from mortgage broker placement on the internet
- Ensured compliance with corporate underwriting protocols
- Cultivate relationships with the broker community and sales representatives by providing timely updates on loan status
- Achieved a high level of internal/external customer satisfaction by delivering top-notch service and providing efficient turnaround
- Analyzed credit, capacity, cash, and collateral resulting in loan approval, denial, or counteroffer
- Attained high average scores on audited loans

## Education and Qualifications

### Bachelor of Arts - Sociology

Jun 2009 - Apr 2011

*University of Mumbai, Mumbai*

### Lean Six Sigma Green Belt Certified

Apr 2020 - Jul 2020

*Benchmark Sigma, Mumbai*

## PERSONAL STRENGTHS

Adaptable and compatible to changing scenarios Persuasive, solution-oriented communicator with highly effective motivational skills Sharing knowledge and best practices Good interpersonal and communication skills

## Personal

### Name

Tracy Parmar

### Address

Mount Mary Steps , Bandra West, Pritti Bldg, B-28,3rd Floor.  
400050 Mumbai

### Phone number

9619442964

### Email

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## Interests

Volunteer work, traveling, sports (walking, exercise, running) reading, writing. art, music