

# SNEHA THORAT

1571 Louise Anderson Dr, Griffin GA 30224,  
Email: [snehathorat91@gmail.com](mailto:snehathorat91@gmail.com); Phone: +1 768-856-1566

## EDUCATION

**Pacific College of Technology, Atlanta. February 2019-November 2022** Associate Degree of Science,  
Major in Computer System Analysis

**G.P.A 3.24/4.**

*Relevant Coursework:*

CompTIA Network I & II, CompTIA Security I & II, CompTIA Cloud Essentials & network fundamentals, Microsoft T-SQL, Linux & Powershell, Cyber security Analyst I, CompTIA Server I & II, Intercultural Communication, Principle of Economics, Business Ethics, CompTIA A+I

**University of Mumbai (Bhavan's College), Mumbai. August 2009- May 2013** Bachelor's Degree in Science  
Majored in Physics.

## PROFESSIONAL EXPERIENCE

**Ocwen Financial Solutions Pvt. Ltd. December 2013 - December 2015** *Customer Care & Sales Coordinator*

- Documenting loan history, responding to customers and authorizing 3rd parties inquiries, researching and resolving queries, maintaining a routine of transactions per customer
- Reviewing and discussing escrow analysis, collecting payments and setting up repayment plans, and providing resolution options for mortgage
- Providing customers with the information requested through verbal or written correspondence, and maintaining accurate records i.e. balance statements, document copies, and account history
- Responding to customers' needs, managing customer loan portfolios, assisting with call overflow, and other duties assigned.

**Ocwen Financial Solutions Pvt. Ltd. January 2016 - January 2017** *Compliance Analyst*

- Determining and providing audit if the guidelines laid by the law were being followed or not • Auditing loans and checking if those loans are following RESPA guidelines
- Testing the number of parameters such as timelines, notice period, and loss mitigation options provided to the borrower
- In case of any discrepancies, my role was to highlight them to the management as well as the respective business unit
- There is a closure form which is the recent change/remediation for a prior error wherein we check the change has been successfully applied.

**Asterlinks Pvt. Ltd. January 2011 -November 2013** *Senior Tax & Sales Consultant*

- Senior consultant with the Global Compliance and Reporting group under the Tax Management Consulting practice • U.S. tax compliance and project management experience serving multinational, large and middle market clients in a broad range of industries.
- Actively involved in collating indicative data from member firms and working on pursuits of probable clients. Analyzing pricing quotes for bidding purposes and on working proposals and contracting process.
- Working with US-based corporate clients to provide comprehensive tax compliance services. Preparing and reviewing US corporate tax returns.
- Worked in close collaboration with US counterparts on a daily basis
  - Involved in transition activities for new engagements. Regularly communicating with client HQ and designing the transition process, liaising with the member firms and regional teams.
  - Worked towards various clients dealing with Advertising, Logistics, Manufacturing, Electronics and Consumer Business serving hospitality at the best.

**WNS Global Services. November 2009 -December 2010** *Customer Sales Executive*

- Identify and understand customer needs to consistently provide a high quality service.
  - Provide accurate information on products and services to clients to ensure consistency across the organization.
  - Place Bulk Large Orders for Avon Members as well as new clients.
  - Manage Shipping & provide delivery information.
  - Escalate any queries or complaints to the appropriate channels to ensure they are handled and resolved in a timely manner.
  - Follow clear instructions and guidelines to investigate, resolve and process high volume customer enquiries in a timely and effective manner.
  - Operate customer related information systems to maintain and secure records.
  - Contribute to the success of the team and the business by achieving personal targets.
  - Adhere to the company and department standards, policies and procedures.
  - Promote and cross-sell the products and services to complement existing products (where applicable) and enhance customer experience and loyalty.
  - Promote Up Selling & promotional deals to convey customer needs & demands.

**LEADERSHIP EXPERIENCE**

- **Responsible for individually leading US based client engagements project from India.**
- **Super user (SPOC) for Asterlinks Tax based engagement tools which are vital for the global coordination process.**
- **Conducted various trainings on Asterlinks Online,Asterlinks Tax Insights and Pursuit Manager, also including technical**
- **Core team member and sub thread lead of Asterlinks Impact Day Thread BREATHER which aims at providing basic medical necessities to the underprivileged.**

**INTERNSHIP**

**Patel Processing & POS, Georgia January 2019 -November 2022** *Tech & Sales Consultant*

**Credit Card Processing:**

- Ensured strict adherence to companies terms & conditions, policies & procedures in order to resolve maintenance requests and updating financial information for customers.
- Provided quality and timely completion of Merchant account maintenance.
- Processed accurate and timely applications, meeting agreed on turn-around deadlines Data verification and timely processing of new maintenance requests.
- Accepted incoming calls for the sales team and distributed new leads for merchant accounts.
- Informed Merchants of approval for their new accounts, review terminal details, and schedule training.
- Email merchants regarding inquiries for new service, account maintenance, and place follow-up calls to new and existing merchants.
- Reviewed rates, transactions, and statement summaries regarding business accounts.

## **POS Installation,Sales & Maintainance:**

- Coordinating point of sale system installation and training
- Creating and/or editing POS databases
- Troubleshoot, diagnose and repair hardware and software
- Document, prioritize and follow up on all support tickets
- Order equipment, maintain loaner equipment
- Maintain working relationships with Clients and Partners
- Sell new systems, sell and promote new features and add-on modules and interfaces
- Provide troubleshooting assistance and upper level support for other technicians
- Installed software and hardware at client sites;
- Setup, configure, and test hardware and software components;
- Provided telephone, remote, and on-site support for clients in order to provide quick resolution to problems;
- Maintained technical knowledge related to our suite of hardware and software product lines;
- Provided training to clients regarding software, hardware, and troubleshooting techniques.
- Collaborated with Account Managers and Business Development Consultants to build strong customer relationships.
- Collaborated and shared knowledge with other administrators on the support floor.
- Resolved or escalated level-appropriate technical issues for customers in accordance with team playbook guidelines via phone and ticketing.
- Secured, administered, and improved customer technical issues which can include OS level, webserver, database server, applications server, DNS, SMTP, user management and permissions, or other software issues.
- Troubleshooted monitoring alerts and create tickets accordingly.
- Escalated support requests according to escalation procedures.
- Second rollover point for inbound customer calls.
- Performed incident management identification, assist in managing and escalation.

## **REAL ESTATE PORTFOLIO**

### Real Estate Experience

- Guided sellers and buyers in marketing and purchasing properties.
- Collaborated with sellers, coaching them through the process and coordinating open houses
- Initiated negotiation processes, consulted with clients concerning market conditions, prices, mortgages, and legal requirements, to ensure a fair and honest dealing.
- Developed a network of mortgage lenders, contractors, and attorneys for referring clients
- Communicated with sellers, buyers, and renters to understand property needs, timeline, and budget, earning 36% of business through referrals.
- Managed Legal Contracts & Assignments.
- Communicate with home sellers to negotiate the terms of new contracts.
- Generated new leads by promoting services and reaching out to potential clients.
- Conducted market research to identify the best prices for buyers and renters.
- Met with clients to discuss their real estate needs and determine whether they wanted to buy or sell.
- Building & Creating my own portfolio & Investor Group.
- Member of AREAA & ASIAN Investing Communities & Group.

## **SKILLS**

- MS Word & Excel, MS Powerpoint
- Business development
- Effective communication
- Strategic Planning
- Practice management compliance
- Quality Assurance
- Software Tableau
- Decision making
- Adaptability
- SQL
- Quality control

## **ACHIEVEMENTS**

- Bagged & Crowned for Title of Mrs Atlantic States in Georgia 2023
- Awarded as Woman of Worth 2023
- Competed for Mrs Globe USA Competition 2023
- Felicitated as Best Associate & Best Team for the quarter year 2016