

Prijith Jacob



Sr. Manager - Business Services (WFHL)

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CORE COMPETENCIES

Displays High Integrity and Honesty | Innovates | Solves Problems and Analyses Issues | Technical/ professional Expertise | Establishes Stretch Goals | Takes Initiative | Builds Relationships | Collaboration and Teamwork | Develops Others | Communicates Powerfully | Inspires and Motivates Others | Strategic Perspective

GALLUP Signature Theme

- ❖ Analytical
- ❖ Deliberative
- ❖ Significance
- ❖ Competition
- ❖ Individualization

EDUCATION & CERTIFICATIONS



Accredited Mortgage Professional (AMP) Designation



Domain Experience

- ❖ Collections State Compliance Support
- ❖ Pre-Foreclosure Referral processing
- ❖ REO & Property Preservation
- ❖ Loss Mitigation
- ❖ Mortgage Customer Service
- ❖ Mortgage Collections
- ❖ Wind Flood & Hazard Insurance
- ❖ Property Appraisal Management (AMC)
- ❖ Appraisal Vendor Management
- ❖ Title vendor Management
- ❖ Escrow & Cashiering



Functional Experience

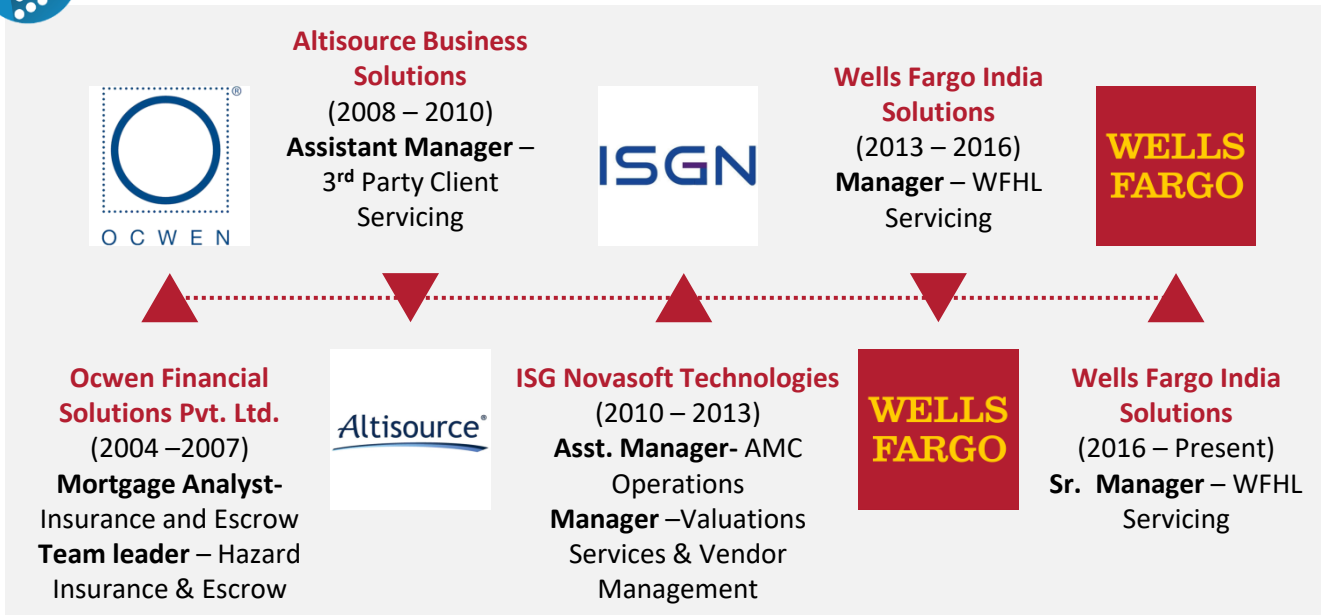
- ❖ KPI & SLA Management
- ❖ Business Strategy and Execution
- ❖ Continuous Improvement & Process Re -Engineering
- ❖ Client Engagement
- ❖ Team Member Engagement & Development
- ❖ Transitions Planning and Execution
- ❖ Leading large teams(200+) spread across Sites / Geographies
- ❖ Risk Management & Controls
- ❖ 3rd Party Vendor Management

Major Client List

Bank of America | GMAC | BB&T
| Assurant | Wells Fargo |
US Bank | JP Morgan Chase



CAREER TIMELINE



ORGANISATIONAL EXPERIENCE

Wells Fargo India Solutions, Bangalore

2013 – Present

Sr. Manager, Business Services, WFHL- Primarily responsible for Oversight and Delivery for Multiple Servicing LOB, for EGS India (200+ team members)

Current portfolio includes Foreclosure & Asset Management, Collections and Loss Mitigation.

Strategic initiatives and projects in EGS include:



Highlights:

- ❖ Winner of 2 Gold Coins & WAC winner through 2016 – 2017 for
 - Exceptional Business Delivery & IDEAtion
 - Planning/Oversight & Execution of 'EGS Business Services Re Location' project in 2017, involving movement of over **900** team members from BTP to ETV
- ❖ Driven efficiency projects with notional savings of over **\$400k** since 2013 – 2017. **>\$200k** projects in pipeline for 2018 (**\$35k** realized as of **Q3**). Recognized as 'Leading Manager Promoting IDEAtion' in 2016
- ❖ Transition managed multiple transitions, including planning, hiring and execution of Bankruptcy process(100+tm) and Loss Mitigation process (200+ tm)
- ❖ Leading 'Credible Challenge' for WFHL Servicing LOB
- ❖ Piloted the Servicing Share point site creation on 'Team works' & initiated initiatives to improve 'Team moments' utilization.
- ❖ Set up the EGS Servicing Centralized MI resource & initiated centralized reporting framework in 2015
- ❖ Set up EGS servicing Centralized QC team with **26** team members in 2016. This team today has **50+** team members across Blr & Hyd
- ❖ Created the 'Operation Career Path Matrix' for EGS business services team members in 2016
- ❖ Partnered with E&Y & EGS heads of shared services, to build & improve EGS Transport model to improve utilization & team member experience in 2015.
- ❖ Leading the Servicing 'Growth Pillar' to Create/Improve Quality/Quantum of Frontline Leadership

ISG Novasoft Technologies, Bangalore

2010 – 2013



Manager – Valuation Services & Appraisal Vendor Management

Reported to – Director, Valuation Services ISGN, India

Staff – 115 inclusive of on-shore & US production & management staff

Achievements:

- ❖ Increased baseline appraisal order margins by **7%** by re-negotiating vendor – trip fees
- ❖ Reduced vendor submission turn time by **3** days against as baseline of **7** days & increased baseline revenue by upto **12%** for a leading client through creation of valuations COE & creation of 'preferred vendor network model'

Altisource Business Solutions

2008 – 2010



Assistant Manager – Client servicing

Achievements:

- ❖ Spent 3 months in the US completing scoping & feasibility study for a leading client
- ❖ Grew the 3rd party insurance business from ~**30** team members to **200+** in **14** months as a result of opportunities that were identified

Ocwen Financial Solutions Pvt. Ltd.

2004 - 2010



Team Leader – Client Servicing

Reported to – Senior Manager, Client Relations, India

Staff – Over **300** employees spread across locations in Bangalore & Mumbai

Team Leader – Inbound/Outbound Hazard insurance servicing multiple clients

Associate – Hazard Insurance Processing

Achievements:

- ❖ Improved reporting efficiency for the team by **30%** through automation initiatives
- ❖ Created cross functional teams in order to optimize staffing & improve process efficiency
- ❖ Reduced inbound escrow suspense account related calls by **27%** through IVR enhancements around forced place insurance