

## MORTGAGE BANKING DEFAULT OPERATIONS SPECIALIST II

### Objective

Seeking a challenging position where I am able to utilize my customer service, trouble shooting, communication and problem solving skills towards growth and advancement within a prestigious company.

### Experience

February 2015 to Current

Company Name City , State Mortgage Banking Default Operations Specialist II

- Responds to internal inquiries from customer service specialists regarding issues such as missing documents, ordering certain third party services and reviewing "specialty flags"
- Facilitate the gathering of underwriting documents for both pre and post underwriting decision making
- Responsible for conducting research on mortgage files currently in litigation
- Present results to management with issues and potential risks identified
- Receives decision/results from underwriting and QC review and process according to decision
- Communicate effectively with borrowers attorney on status of the loss mitigation and/or liquidation
- Assess and analyze trial plan and/or modification document detail and verify against modification portal (PEGA)
- Thorough understanding of investor requirements and impact potential to loss mitigation and default foreclosure processes
- Coordinate tactic initiatives to better streamline department processes & procedures to present to senior management.

May 2014 to Current

Company Name City , State Audio-Visual Technician

- Responsible for setting and striking general session/meeting room exhibit labor including load-in & out with install and dismantle, audio, video, and/or lighting assist
- Coordinate and/or assist technical crews at various sites
- Work with inventory control to ensure complete equipment coverage for clients are established
- Operates multi-media equipment
- Responsible for all technical labor of production, ensuring picture, sound, and quality
- Performs maintenance of audio-visual equipment
- Coordinate meetings with sales manager for planned/unplanned events to determine requirements from client
- Experience and evolving knowledge in Photoshop and InDesign such as Adobe Creative Cloud
- Build strong relationships with future and current clients to promote services of PSAV.

May 2013 to October 2013

Company Name City , State Closing Specialist I

- Liaison between Vendor, Lender, Attorney and Borrower for refinance closing files
- Processed and preformed quality checks on all documents from lenders and attorneys for accuracy
- Ensured each state guideline in reference to closing instructions were followed
- Responded to inquiries from borrowers, lenders, and attorneys to resolve discrepancies
- Prepared title company closing documents in timely and professional manner
- Worked to build strong partnerships with local lenders, realtors, and attorneys
- Prior to closing, called and confirmed with lenders and borrowers to ensure original schedule was met.

July 2009 to January 2011

Company Name City , State Corporate Trainer

- Conducted needed analysis to determine training needs and appropriate training methods based on subject matter and target audience.
- Developed classroom-based, virtual facilitation, and eLearning programs Developed high quality materials: participant guides, worksheets, job aids, and facilitator manuals.
- Established performance objectives, learning outcomes, and assessment tools Attend project status meetings for applicable information on training programs.
- Conduct Train-the-Trainer forum for new programs.
- Facilitate training classes as needed.

January 2011 to January 2012

Company Name City , State Mortgage Loan Processor II

- Act as a liaison between the borrower and the Investor requesting doc within a timely manner
- Processed Conventional, FNMA, GNMA, FHLMC, FHA, VA, DSI, Jumbo, 203k Rehab, and 2nd mortgages (HELOC)
- Manage a daily pipeline of 60 to 80 loans.
- Develop reporting for projected workflow daily

January 2012 to May 2013

Company Name City , State Manager, Customer Service

- Managed a team of 15 associate who took calls regarding Bankruptcy and Property Claims
- Coached new Hires
- Conducted On the Job Training for associates
- Assisted homeowners with general questions and servicing of their mortgage and home equity loans
- Created procedures for servicing and Foreclosure guidelines.

October 2006 to October 2008

Company Name City , State Team Leader

- Provided superior customer service while managing multiple projects.
- Provided Help Desk solution.
- Resolved all customer complaints to ensure the utmost customer service.
- Trouble shoot IP address for VOIP.

January 2006 to January 2008

Company Name City , State Operations Assistant

- Assisted with preventative maintenance for security.
- Troubleshooted and repaired Hardware and Software issue.
- Reviewed surveys from quality assurance.

January 2005 to January 2006

Company Name City , State Quality Assist

- Accurately measured vinyl siding
- Trained new employees on proper work ethics.
- Assisted in quality control ensuring a higher quality product for clients.

Education

present

University of North Texas

City , State

2008

Remington College

City , State

Special Skill/ Certifications Associate Degree Computer Networking Excel, Linux, Ms Word, and Right Fax Adobe Creative cloud Economic

Major

Skills

Adobe, Photoshop, streamline, Attorney, audio, closing, Hardware, Computer Networking, client, clients, Customer Service, decision making, equity, senior management, Fax, Help Desk, InDesign, inventory control, IP, lighting, Linux, litigation, managing, materials, meetings, Excel, Ms Word, multi-media, processes, quality, quality assurance, quality control, reporting, research, sales manager, sound, surveys, Trainer, training programs, underwriting, video, VOIP, workflow