

MORTGAGE BANKING RESEARCH SPECIALIST

Summary

My goal is to obtain a career associated with a company where I can utilize my skills and gain further experience while enhancing the company's brand and reputation.

Highlights

- 5+ years of Leadership as a Supervisor/Manager
- Customer Escalation Management
- Executive Office Complaint Handling & Resolution
- Project Management
- Facilities Management
- 10+ years of Call Center Environment
- Mortgage Default & Originations
- Loss Mitigation
- Non-IS Auditing
- Escalation Resolution Auditing
- Compliance & Regulatory
- Quality and Control

Accomplishments

- I created the EMS Audit Training Guide which is used to train new Auditors and used as a refresher for existing Auditors
- I assisted in the Implementation of the QC review process for the EMS EO Analyst QC submissions and the Compliance review stage for Customer Direct written complaint responses.
- I have maintained a rating of Exceeds in all monthly and annually departmental goals and measurements

Experience

02/2010 to Current

Mortgage Banking Research Specialist Company Name 1/4 City , State

Previous Positions Held : Collector III, Shortsale Solicitor, Loss Mitigation Rep, Customer Assistance Escalations Specialist, CART Audit Group, Sr. Lead Operations Specialist

- I currently provide feedback, guidance, and direction to 30+ agents in Texas and Arizona offices on a daily basis.
- I review and research Executive Office complaint responses for compliance and regulatory checks
- I identify and work with internal and external LOB partners to obtain thorough resolutions to Executive Office complaints and inquiries
- I created the EMS EO Quality Control process by which was put in place to ensure EMS EO continue to get the expected results of resolving the customer's issue, providing a great customer experience, and control service level aging.
- I mitigate various lines of business rejects by calibrating with other internal partners regarding complaints researched by the EMS dept.
- I managed the EMS QC Sharepoint site that currently house all QC pass and fail decisions
- I Audit Escalation Management Department closed Infosource cases for accuracy, coaching opportunities, and identifying departmental trends.

06/2005 to 12/2009

Sr. Loss Prevention Lead Company Name 1/4 City , State

- Advanced to increasingly responsible positions, culminating in a management assistance role with oversight for a 12+ member team
- Trained/assisted employees with daily responsibilities and monthly production goals.
- Handled supervisor talk offs and monitor calls for quality assurance Maintained high ratings in all monthly and annually departmental goals and measurements. I analyzed and team and department reports to develop ideas for production and quality enhancement.

01/2001 to 06/2005

Loss Prevention Supervisor - Floater Company Name 1/4 City , State

- Led a team of 12+ Loss Prevention Representatives with a portfolio of 100 to 160 accounts each and days of delinquency ranging from 60 - 150 days. I analyzed team and department reports to develop ideas for production and quality enhancement.
- Handled supervisor talk offs and monitor calls for quality assurance Effectively trained and coached new hires in the department to excel in

their current position Commuted between Ford Motor Credit and Volvo Finance offices to assist in special projects as assigned.

- Identified and performed coaching opportunities, action plans, side by side evaluations, recommendations for recognition and terminations.

05/1998 to 12/2000

Assistant Facilities Manager Company Name i¼ City , State

- I managed and organized maintenance employees and contractors on the premises daily to meet the goals of the business.
- I implemented employee schedules and organized shifts according to business needs
- I was responsible for complying with all local and state safety requirements for the buildings (3) including employee training, facility inspections, cleaning, support services, and security of the premises.
- I managed projects including facilitating departmental moves from beginning to the end. This included working with internal departments and external vendors and contractors to complete the project.

Education

current

Bachelor's Degree : Business Administration Finance Ashworth College i¼ City , State Business Administration Finance

Skills

Thorough and comprehensive knowledge of policies and procedures. Bankruptcy, FDCPA, FCRA, SSA, Fannie Mae/Freddie Mac/USDA guidelines, DWS, MSP, Lenderlive, LPS, BART, Infosource, Agent Desktop, Early Resolution, TAS, Fortracs, Ivault, CMS, VLS, ICAT, CAT, CCW, SPO Tool, Vendorscape, Control Link, expert user of MS Word, MS Excel, Powerpoint, and Oracle applications. I have skills in escalation complaint handling and audit processes in: modification, shortsale, collections, recovery, bankruptcy, escrow, property preservation, REO and the Executive Office. I possess strong leadership, analytical, critical / logical thinking, problem solving, organizational and negotiation skills, effective written and verbal communication/presentation skills, team player, goal driven, and results oriented.