

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Self motivated and goal oriented professional with 10 years of diverse mortgage experience. Skilled in collaborating with all members of an organization. Adapting to change comes with ease and a great attitude. Willingness to help teams move business forward with any task while meeting aggressive deadlines.

SKILLS

- Training and development
- Team Leadership
- Quality Assurance
- Compliance, banking laws and regulations
- Interpersonal skills
- Risk analysis and management
- Mortgage Default
- Intermediate Excel Skills- Vlookups, Pivots, Graphs
- Microsoft Office Applications
- Policies & Procedures Creation
- Encompass, LPS, MSP, Fiserv, Salesforce
- Building Effective Relationships
- Project Management
- Operational Improvement

WORK HISTORY

- 01/2018 to 04/2020 **Document Management Specialist**
Environmental & Occupational – Pittsburgh, PA
- Monitored and assisted in creating control reporting to track performance of vendors, internal workflows and SLAs
 - Identified areas of weakness and recommended or implemented process improvements
 - Project Manger for Outstanding Trailing Documents. Overseeing 150+ Sellers
 - Contributed to design and implementation of team workflow as well as new system integration (Salesforce)
 - Reviewed Notes, Mortgages, Policies, CD's and other mortgage docs for accuracy
 - Assisted in running of MER's report and assisted in reconciling MERS data and ensured registrations and transfers batches were completed
 - Assisted in GNMA Final Pool Certifications
 - Receive, audit, log and track new collateral document packages daily
 - Cross trained to assist Eligibility/Pre- Purchase Department.
 - Reviewed DU/LP Findings
 - Validated appraisal info and determined if pertinent data was available.
 - Validated Credit Reports, Income, Assets, Liabilities
 - Responsible for documenting, communicating, managing and championing any new process change or contact change to sellers
 - Identify document deficiencies, report and assist in follow-up on those deficiencies
 - Monitor outstanding collateral documents, create reports with pivot tables & graphs and report monthly numbers to upper management
 - Collaboratively work with vendors, title companies, underwriters, settlement agents and law firms via phone and email to clear document requests.
 - Created reports using Vlookups to keep track of progress made in the clearing of documents
 - Uploaded and indexed documents into digital imaging system in preparation for shipping
- 02/2016 to 10/2017 **Bankruptcy Specialist**
Pnc Financial Services Group, Inc. – Doylestown, PA
- Created and implemented Job Aids and Policy and Procedures on BK Procedures and Processes
 - Conducted training classes of 10-15 associates
 - Completed attorney scorecards for firm diligence and accuracy
 - Reviewed and completed Rebuttals
 - Created and implemented spreadsheet Checklists and Reporting spreadsheets
 - Processed MFR's, Set-ups, Reaffirmations and POC's
 - Appropriately followed up with attorneys and bankruptcy trustees to avoid bankruptcy delinquencies
 - Assisted as project manager over chapter 7 MFR's
 - Collaborated with attorneys and other legal personnel on bankruptcy documentation reviews, making necessary corrections
 - Filed documents with bankruptcy courts within expected time-frames to prevent delays
- 01/2012 to 02/2016 **Mortgage Customer Coordinator**
Leidos Holdings Inc. – Barstow, CA
- Ensured was fully educated on all Capital One Mortgage and Home Equity Procedures, enabling myself to provide accurate information to all customers
 - Educated customers on their mortgage documents
 - Provided follow up calls to customers on issues or concerns with their accounts
 - Provided detailed information to all inquiries regarding escrow, tax, disbursements, hazard and flood insurance, interest calculations and billing statement questions
 - Processed mortgage/home equity payments and ensured accurate account records (i.e addition/changes/deletion of account holders) met all guidelines
 - Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings
 - Worked with web team to resolve technical website problems, improve operations and provide exceptional customer service
- 01/2010 to 12/2012 **Customer Relationship Manager**
Bank Of America – City, STATE
- Solely responsible for managing and ownership of over 100 Accounts
 - Trusted with reviewing mortgage accounts and determining most economically viable alternative to default
 - Customers Personal Liaison for Short Sale, Deed in Lieu, and Foreclosure inquiries
 - Analyzed, reconciled, and submitted loan packages for underwriting approval inside required time-frame
 - Validated Income and Credit Reports

EDUCATION

2006 **High School Diploma**
Dallas Can Academy - Dallas, TX

Associate of Science: Current Student
Collin College - Frisco, TX