

Aris Ford-Hall

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Related

Experience

JPMorgan Chase, Cleveland, OH

Client Care Specialist, Oct 2016 – Present

- Customer focus communication to advise and inform of mortgage loan structures while maintaining a high level of customer satisfaction
- Assist with back-end loan origination procedures including appraisals, verifications of employment, homeowners insurance, credit and title reports. While ensuring all loan files are accurate to meet State and Federal regulations.
- Daily management of pipeline including Convention, FHA and VA purchase and refinance mortgage loan applications.
- Daily communication with Mortgage Bankers, Title and Escrow Companies and Legal Attorneys

US Bank, Bedford, OH

Mortgage Loan Purchase Specialist, Dec 2015 – Oct 2016

- Review of government funded mortgages loans for servicing
- Prepare deficiency notice and obtain any missing documentation need to complete loan file
- Calculate, input, review and approve wire information to generate a funding notice
- Contracted position

Quicken Loans, Cleveland, OH

Mortgage Banker NMLS# 1222376, July 2014 - June 2015

- Daily verbal communication negotiating home mortgage terms with perspective clients insuring they are making a sound financial investment
- Experience analyzing and reviewing loan applications, credit reports, bank statements, business financial statements, tax returns and other related financial information in order to make credit decisions
- Specializing in Refinancing with Conventional, FHA and VA Mortgage loans
- Sales oriented using interpersonal skills with clients

Loan Protector, A Willis Company, Solon, OH

Customer Service Specialist, June 2013- July 2014

- Track and impose force place property insurance for Mortgage Lenders
- Day to day verbal communications with Mortgage Lenders, Insurance Carriers, Agents and Homeowners
- Served customers by utilizing a database to determine requirements; answering inquiries; resolving problems; fulfilling requests; accounts payable bill creation for insurance premiums

Education

Baldwin Wallace University, Berea, OH

Bachelor of Arts; May 2013

Major: **Finance** Minor: **International Business**

Special Skill

Microsoft Office (PowerPoint, Word, Excel, Outlook),
Operating automated underwriting systems for mortgage loans
NMLS Licensed Federally