**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 needed to complete loan file
* Calculate, input, review and approve wire information to generate a funding notice

**Quicken Loans,** Cleveland, OH

*Mortgage Banker NMLS# 1222376***,** July 2014 - June 2015

* Daily verbal communication negotiating home mortgage terms with prospective clients ensuring 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

**Loan Protector, *A Willis Company*,** Solon, OH

*Customer Service Specialist***,** June 2013- July 2014

* + - Track and impose force place property insurance for Mortgage Lenders
    - Served customers by utilizing a database to determine requirements; answering inquiries; resolving problems; fulfilling requests; accounts payable bill creation for insurance premiums

**Education Case Western Reserve University,** Cleveland, OH

Full Stack Development Certification, Oct 2019 - May 2020

**Baldwin Wallace University,** Berea, OH

Bachelor of Arts; May 2013

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

**Special** **Skill** jQuery, JavaScript, HTML, Node.js, CSS,

Microsoft Office (PowerPoint, Word, Excel, Outlook),

NMLS Licensed Federally (1222376)