

Leesa M. Cronin

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Summary:

Experienced office administrator with a passion for customer service, strong work ethic and a wealth of experience, providing professional and courteous support to management, support staff, and clients.

Skills Include:

- Proficient in MS office Outlook, Word, Excel, Adobe Pro, QuickBooks, and other various programs
- Self-driven, able to prioritize and multi-task, focused on attention to detail
- Maintaining Email correspondence, calendar management, data entry, typing, 10-key, filing
- Excellent written and verbal communication while maintaining strict confidentiality
- Highly productive and self-motivated
- Copying, scanning, faxing, scheduling appointments, arranging travel.
- Effectively manages shifting priorities
- Gathering, compiling, and analyzing data, strong investigative abilities
- Works well within a team and trusted to work independently
- Effective problem-solver, takes on new projects and adapts to changes quickly
- Provides the very best in customer service
- Cheerful, upbeat, and positive attitude.

Work History

R&R Foundation Specialist

Scheduling Coordinator

04/2019 – 09/2021

Head scheduler for busy office, fielding calls, emails, and inquiries from other lead sources. Vet all clients to determine needs, located property and scheduled appointments for sales staff. Entered all customer information into Estimate Rocket and map out sales staff route for the day. Managed Sales staff calendar keeping them with in parameters set for best success. Reviewed property inspections, construction set drawings for possible application of our products. Submitted building permits, followed up with engineers, project coordinators, and field staff on projects.

Signature Homes, Inc.

Project Coordinator

8/2017 – 01/2019

Manage residential builder projects. Set up all project folders, solicit and evaluate bids for all trades. Create project specific schedules. Maintain subcontractor files to include required insurance and licensing. Continuous contact with all trades confirming lead times, start dates, run times, and completion. Schedule county, city, and municipal inspections. Review plans, prepared window schedules, and prepared warranty packages for purchaser.

General Storefronts, Inc.

Project Assistant

5/2014 – 6/2017

Assisted project manager with all aspect's projects including reviewing contracts, gleaming information to set up files, data entry, prepared safety documents and submittals as per specifications. Generated purchase orders, track deliveries, and serve as liaison. Worked with accounting team preparing billing reports, lien releases, and deliver pay applications. Screened all service calls to determine needs of customers. Duties also included providing support to office staff by pulling reports, filing, faxing, copying, scanning, answering phones, generating correspondence, and complete any other tasks as needed.

Alpine Mortgage

Sr. Loan Processor

2002 - 2011

Processed mortgage loans from open to close. Worked independently serving several loan officers to set up files, order, and analyze all supporting documentation including purchase and sale contracts, appraisals, title reports, pay stubs, tax returns, assets, and loan guideline requirements. Ran various lender specific automated underwriting programs and submitted loans to underwriting, prepared closing documents and coordinated with all parties providing updates on current status. Greeted clients, industry professionals, answered phones, and provided basic office support to office staff.

Other work experience: FHA/VA insuring agent with Cascade Savings, Real Estate Broker Assistant, US Navy Radioman E-5 with Top Secret clearance assigned to high profile Joint-Chiefs-of-Staff command as Shop Supervisor.