

Luis R Lopez
19665 SW Walquin Ct
Aloha, OR 97007

Home [503-568-8197](tel:503-568-8197)
Mobile [971-244-2517](tel:971-244-2517)
Metfanforever@gmail.com

- 1 Troubleshoot and correct customers concerns
- 2 Explain services and options to customers
- 3 Call center customer service for residential mortgage loans
- 4 Maintain a high degree of respect and courtesy to customers

EMPLOYMENT

09/15 - 05/16 Enrollment. Specialist csr.	Epic / Express Professionals Enroll impacted individuals from government breach incidents into Identity theft services
05/14 – 8/15 Dispatch CSR	Certified Languages International Dispatch Interpreters to 911, Hospitals, Court proceedings, Border Patrol & etc. calls throughout the US Europe Asia and South America Assist in selecting the proper language dialect by country
02/12 – 04/14 Installs / Sales	DLN Contract Services Residential sales and installations for Frontier internet, cable television and phone service. Direct TV & Dish Satellite
08/08 - 12/30/11 Facilities Locate Tech	Frontier Locate fiber optic, copper and duct runs through survey and dig areas that are designated for construction and county planned future roadway and housing developments
1/08 – 08/08	Verizon
Facilities Locate Tech	Locate fiber optic, copper and duct runs through survey and dig areas, designated for construction and county planned future roadway and housing developments
5/07 – 12/07	Wilshire Credit Corp (Arrive Staffing)
Collections:	Call center CSR for mortgage collections
7/04 – 5/07	DLN Lending Services

Mortgage Rep: Originate residential mortgage applications
Interview clients for mortgage loans

3/01 – 6/04 **Washington Mutual Bank** Portland, OR

Loan Consultant: Originate Residential mortgage applications
Interview clients for mortgage loans

Education

Mortgage & Equity Courses & Fair Lending Requirements
Washington Mutual Bank

Radar Operations School
United States Navy

Nurse's Aide and Psychiatric Technician courses
New York City Health & Hospital Corporations

Volunteer

Community reach out program to help clean outside of homes
in areas of Portland

Help inform Spanish residents of Home loan Programs available

Present Scholarship for lower income Latino families to attend
Portland State University

Advocate fund raising for the Chicano Latino Gala event at Portland State University