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**Erlynda P,** T**hompson**

**Cell: 714-495-7571 best number**

**Email:** [**nkdangel1@gmail.com**](mailto:nkdangel1@gmail.com)

**Address: 14172 Locust St. Westminster CA. 92683**

**July 7,2019 till present - started at NACALAW as an ADVOCATE.**

* **Make outgoing calls and handle incoming calls.**
* **Start the client by finishing 18 questions to potential client.**
* **Enter the information to EZ-LEADS and refer information to our data base Solve.**
* **Present and offered products and services our company offer**
* **The company offer NO COST LOAN MODIFICATION to BRIDGE LOAN. TRO, CREDIT REPAIR AND REFINANCING, ETC.**
* **Remain in contact with the client as we work on their case until we get the best results**

**June 2019 - applied at IMPAC MORTGAGE – LOAN OFFICER TRAINEE - for NMLS LICENSE – unfortunately caught a virus gotten sick and I was not able to finish the training.**

**AUGUST 2018 – left june 7, 2019 = NEWLINE PREPARATION – SAME OWNER OF ROSEWOOD AND COASTLINE COMMUNITY CENTER - DIFFERENT OFFICE AND NAME.**

**Newly opened Lo/Mod Company - small 3rd party broker company. One processor and me as a sales person, customer service, opener and closer and tried hard to submit 10 deals 10.**

* **Make inbound and handle outbound calls**
* **collect documents, analyzed ELIGIBILITY then close the case.**
* **Send fax or email lender > CEASE & DESIST LETTER & LOA**
* **Follow up my LOA to the Lender and follow up with Lender Questionaire**
* **Moved the case to my only one Sr. processor.**

**We were successful building the business from the ground up so the owner decided to grow big and move us to a bigger office in Tustin.**

**AUG, 2018= OWNER DECIDED TO CLOSED THE COMPANY AND MOVE ME TO A NEWLY OPENED SMALLER OFFICE TO START ALL OVER AGAIN.**

**STARTED JULY 2018 – OCTOBER 2018 COMPANY CLOSED**

**Company name: ROSEWOOD GROUP = SAME OWNER DIFFERENT NAME = 2021 BUSINESS CENTER DRIVE IRVINE, CA**

**POSITION: CASE MANGER / LOAN ORIGINATOR –OPENER AND CLOSER**

* **Taking high volume of customer calls**
* **Responding to emails and calls to client inquiries and other assigned task.**
* **Qualify home owners, maintain working knowledge of mortgage guidelines, industry products and updates**
* **Collect necessary documents to close the loan.**
* **Perform Lender questionnaire to gather information and separate facts from fiction**
* **Final loan review for approval with Sr, underwriter**
* **Pitch the deal**
* **Sent approval documents with arrangements**
* **Submit completed file following checklist**
* **Increased sales by providing high quality information & services**

**MAY 18, 2017 – APRIL 2018 - COASTLINECOMMUNITYCENTER.ORG – COMPANY CLOSED**

**POSITION: LOAN ORIGINATOR/ OPENER / INFORMATION INTAKE/ GATHER DOCUMENTS FOR FINAL SUBMISSION.**

* **Taking high volume of customer calls**
* **Responding to emails and calls to client inquiries and other assigned task.**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates**
* **Collect necessary documents to close the loan.**
* **Final loan review for approval with Sr, underwriter**
* **Sent approval documents with arrangements**
* **Submit completed file following checklist**
* **Increased sales by providing high quality information & services**

**The Law Offices Of Joel M. Feinstein =continue working they switch to American Advocacy Group= advocate families with disabilities.**

**Position - Account Manager/ Customer Srvc – Feb. 15,2013 – present – below are service we offer to clients & learned.**

**Legal Services | Litigation | Bankruptcy | Real Estate Law | Criminal Law | DUI/DWI | Family Law | Child and Spousal Support Modification, State Disability Benefits –SSI & IHSS – newest product I’ve learned recently**

* **Handling call (inbound and outbound) follow up – phone & emails**
* **Phone , email – responding to client inquiries and other assigned tasks**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates.**
* **Gather information, stipulation, review each file determine DTI. Close the deal, sent retainer package and discuss service fee , set up payment plan.**
* **Data entry, make sure all loan documents is complete, accurate, verified and it complies with company policy.**
* **Invite prospect client to meet in the office, explain farther more the benefits with the company attorney and the whole administrator.**
* **Discuss added documents to the client to complete her case.**
* **Scan, forward to the Legal department for processing.**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**In the same office and employees we are introduce and converted into another product. We change our names into “ AMERICAN ADVOCACY GROUP”. We advocate and help individual adults or children with disabilities to receive State**

**Benefits such as SSI and IHSS. We mainly focus on IHSS – IN HOME SUPPORT SERVICES.**

**DATE: March 2014 – we become “ AMERICAN ADVOCACY GROUP**

**AMERICAN ADVOCACY GROUP: - MAY 2, 2017**

**Customer Service / Advocate – for adults & children’s with disabilities that need State disability benefits.**

**My job is to review and analyzed supporting documents from the client to determine eligibility for the service we offer like SSI & IHSS disability benefits.**

* **Handle 100 outbound calls**
* **Interview the client to determine for eligibility.**
* **After determining it’s a strong case ,request to send qualifying documents**
* **Data entry , present the case to my supervisor for final qualifying**
* **Invite the client to the office for final review and signing contract**

**The Law Center – TOP LEGAL ADVOCATES**

**Position: Case Manager – James Esparza -714-328-5677**

**Started October 2012 – February 2013 – the whole dept. closed**

* **Handling calls (inbound/outbound/customers) communications in a friendly professional and timely manner. Predictive dialer systems**
* **Phone , email – responding to client inquiries and other assigned tasks**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates.**
* **Gather information, stipulation, review each file determine DTI. Close the deal, sent retainer package and discuss service fee , set up payment plan.**
* **Data entry, make sure all loan documents is complete, accurate, verified and it complies with company policy. Scan, forward to the Legal department for processing.**

**Goodrich Legal Services May 2010 to November 2012**

* **handling calls (inbound/outbound/customers) communications in a friendly professional and timely manner. Predictive dialer systems**
* **Phone , email – responding to client inquiries and other assigned tasks**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates.**
* **Gather information, stipulation, review each file determine DTI. Close the deal, sent retainer package and discuss service fee , set up payment plan.**
* **Data entry, make sure all loan documents is complete, accurate, verified and it complies with company policy. Scan, forward to the Legal department for processing.**

**Aria & Associate Inc. Oct. 2009 to Apr.2010.**

**Position: Sr.Loan Modification Agent Specialist:**

* **Handling calls (inbound/outbound/customers) communications in a friendly professional and timely manner. – auto predictive dialer systems**
* **Phone , email – responding to client inquiries and other assigned tasks**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates.**
* **Gather information, stipulation, review each file determine DTI. Close the deal, sent retainer package and discuss service fee , set up payment plan.**
* **Data entry, make sure all loan documents is complete, accurate, verified and it complies with company policy. Scan, forward to the Legal department for processing.**

**United Fidelity Group Inc. April 2010 till September 2009.**

**Position: Home Retention Specialist**

* **Handling calls (inbound/outbound/customers) communications in a friendly professional and timely manner - automated, predictive dialer systems**
* **Phone , email – responding to client inquiries and other assigned tasks**
* **Qualify home owners – maintain working knowledge of mortgage guidelines, industry products and updates.**
* **Gather information, stipulation, review each file determine DTI. Close the deal, sent retainer package and discuss service fee , set up payment plan.**
* **Data entry, make sure all loan documents is complete, accurate, verified and it complies with company policy. Scan, forward to the Legal department for processing.**

**American Sterling Bank: May 2008 till September 2008.**

**Position: Customer Service/Loan Originator for refinancing**

* **Take inbound and outbound calls from clients calling to refinance their home or to purchase home.**
* **Pre- qualify home owners for refinancing or prospect clients to purchase a home.**
* **Transfer the client to any available loan officers to finish the deal.**
* **Also trained newly hired Loan Originators.**

**United Pacific Mortgage: October 4,2007 till March 20, 2008.**

**Position: CSR, Loan Originator, Jr. Loan Officer/refinancing.**

**I was a part of a small business group for refinancing.**

* **Take inbound call from home owners, identify their needs, and establish their needs, credit worthiness.**
* **Forward information to my underwriter to finalize the loan coordinate the appraisal of the home.**
* **Perform quality work within deadlines without direct supervision.**
* **The purpose of my position as a Jr L/O is to provide quality, ethical, educated, advice loans to my client.**
* **Prospecting taking applications researching and uploading clients to online lending systems, cleaning , stipulations, communicating with clients locking loans, ordering necessary documents and attending closing and completing pipeline and assisting others with in the company.**

**The Lending Connection: February 13, 2006 to July 20, 2007**

**Position: Loan Originator.**

* **I started as a loan originator taking inbound and outbound calls.**
* **Establish credit worthiness, home value, and the clients need for our loan officers to process the loan until it’s done.**
* **The purpose of my position as a Jr L/O is to provide quality, ethical, educated, advice loans to my client.**
* **Prospecting taking applications researching and uploading clients to online lending systems, cleaning, stipulations, communicating with clients locking loans, ordering necessary documents and attending closing and completing pipeline and assisting others with in the company.**

**New Century Mortgage : 2001 till 2006**

**Position: Telemarketing Service Customer Service.**

* **My very first mortgage job, I start as telemarketing agent at the calling center. Answering inbound and making outbound calls.**
* **I make 400 to 500 calls during my 8 hour shift. Three questions to ask to qualify the caller base on their LTV which can achieve automatically in the system by entering the client information.**
* **Qualify the caller for refinancing or purchasing then transfer the client to the loan officer with our 50 branches in all 50 states we are licensed.**
* **Establish credit worthiness, home value, and the clients need for our loan officers to process the loan until it’s done.**

**BANK EXPERIENCE:**

**MARINE AIR FEDERAL CREDIT UNION**

**TELLER**

* **Serving military people for banking transaction for two years. Trained in different dept. of the credit union. Moved to work outside – bank. Working at the bank and credit union is totally different ways of assisting member & customer.**

**UNION BANK OF CALIFORNIA**

* **Continued work UNION BANK OF CALIFORNIA for 5 years.**
* **CENTRAL CASHIER TELLER – I take care all tellers with no cash. Handle all the cash transaction of the whole teller department.**
* **VAULT TELLER / MERCHANT TELLER /CENTRAL CASHIERM - I handle the all the cash transaction of the bank in and out. I was assigned in ordering cash for the bank and was given the half combination of the vault.**

**QUALIFICATIONS:**

1. **Perform quality work within deadlines without direct supervision.**
2. **To provide quality, ethical, educated advice for client benefit.**
3. **Professional and upbeat personality**
4. **Excellent listening skills**
5. **Competitive**
6. **Team players**
7. **Goal oriented**
8. **Experience and knowledgeable**
9. **Specialized in rebuttal**

**10. Good mathematical skills**

**11. Bilingual – English , Tagalog, conversational Spanish**

**SKILLS: 10 KEY IN ADDING MACHINE, CASH REGISTER, MICROSOFT WORD , EXCEL, WORD , OUTLOOK, POWER POINT, LEAD-ROI, PDF, GMAIL**

**SPEAK :**

1. **English**
2. **Filipino Language**
3. **Conversational Spanish**

**REFERENCES:**

1. **PATRICIA SEIGFRIED – CO-worker and close friend – PH# 714-477-4402 OR 714-794-4837**
2. **JEff Nielsen – Co-worker –friend for 9 yrs. - ph# 310-717-5070 work at AMERICAN ADVISOR GROUP**
3. **MARK PEARSON = UCI IT MANAGER- 949-824-3848**
4. **LESLIE CCG CO WORKER – Newline Preparation - 949-683-4106**
5. **ELENA LOPEZ – CO WORKER AT America Advocacy Gr.**