

Objective

Several years of Customer Service, Office, and Loan Servicing experience. Currently looking to settle in Loan Servicing, with a focus on home loans.

Skills

Microsoft Office, Excel, AS400 Systems, LPS, CRM Tool/Sales Force.

Work Experience

Customer Relationship Manager I

ABC Corporation - June 2016 – January 2017

- Managed the Loss Mitigation and Liquidation process for VA, FHA, Fannie Mae/Freddie Mac, USDA, and Bank of America loans according to specific investor guidelines.
- Set loans up on forbearance and/or repayment plans.
- Evaluated borrowers hardship, assets, income, and expenses to configure terms and the down payment amount of proposed plans.
- Served as liaison between account holders, Underwriters, and Short Sale/Deed in Lieu Specialists to ensure document perfection, and timely review for workout plans.
- Communicated all Loss Mitigation decisions to ensure account holders understood the outcome of their review, and provided options moving forward.
- Educated borrowers on various facts, laws, and ideas surrounding the Loss Mitigations process, with a focus on their rights as a borrower and our rights as a lender.
- Maintained a 100% pass rate for quality throughout employment.

Customer Relationship Manager

ABC Corporation - 2011 – 2016

- Assisted in identifying talent and hiring and training of new team members for the start-up.
- Collaborated with team leads to design workflow map, email campaigns, and develop training systems.
- Leveraged Salesforce CRM to provide support for all customers across all markets for the company.
- Used Google Drive to record meeting proceedings, coordinate events and organize documents.
- Managed in excess of 300 accounts by email and telephone using the 8x8 system.
- Coordinated management process improvement initiative to meet company's scaling objectives.
- Worked closely with Car Enthusiasts and mechanics to follow up with customers and effectively communicate the benefits and value proposition to close deals..

Education

Business - (Community College of Denver - Denver, CO)