

Lead Signing Agent

ROBERT SMITH

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Objective

More than 21 years' successful experience in Signing Agent and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.

Skills

Management, Organizing.

Work Experience

Lead Signing Agent

Specializing In Professional Mortgage Document Signings - 2006 - 2020

- Expertised in loan signings with mortgage banking, lending, title and escrow companies.
- Certified professional signing agent, serving nearly all of the NC Piedmont Counties including Mecklenburg, Gaston, Iredell, Rowan, Lincoln, Cabarrus and more.
- Built long standing relationships with customers that trust.
- Consistently grew in sales skills while explaining different coverage options.
- Built a client base that serves directly.
- Determined and educated clients on the products they really need
- Provided accurate information with pricing to clients so they can make well educated decisions

Signing Agent

Delta Corporation - 2001 - 2002

- Perform notarial duties such as notarizing acknowledgements, jurats, power of attorneys, mortgage documents, marriages, and divorces among other .
- Respond to and resolve inbound phone inquiries from Clients in a professional and timely fashion.
- Manage large amount of incoming calls on a daily basis
- Navigates computerized system to update customer management systems ("CMS") database as needed.
- Reply to emails received by customers when necessary to achieve issue resolution.
- If requested by the customers a follow-up call is conducted in order to achieve issue resolution in accordance with client standards.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

certification - (southern California School of Interpretation)