

Robert Smith

Customer Relationship Manager/Supervisor

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SUMMARY

A highly motivated and detail-oriented professional with proven leadership, decision making abilities and over 10+years experience in the financial services industry. A dedicated professional with a successful background in collections, account management, sales, operations, logistics, receptionist and complaint resolution.

SKILLS

MS Word, Excel, PowerPoint, Adobe Photoshop, HTML, Salesforce, Windows, iOS.

WORK EXPERIENCE

Customer Relationship Manager/Supervisor

ABC Corporation - May 2011 - March 2014

- Effectively managed a large portfolio of customers within the DSCR, Office of the CEO and President for Bank of America.
- Managed complex account relationships with emphasis on financial analysis and credit action.
- Provided exceptional trusted services for borrowers involved in the default servicing lifecycle via strong mitigation practices.
- Followed appropriate kept informed routines to ensure customer is kept up to date on loan progress.
- Ensured that all systems of record are documented with all contact attempts and key milestones.
- Acted as single point of contact throughout entire modification process.
- Effectively communicated customers current status and identified steps required for a fair, fast and final decision.

Customer Relationship Manager

ABC Corporation - 2009 - 2011

- Was the single point of contact, and trusted advisor for homeowners, who were seeking a modification for mortgages which were in various stages of delinquency or default, in accordance with timelines and protocols established by Bank of America and its investors and clients.
- Duties included, but were not limited to, cultivating and maintaining on-going customer relationships, by managing a portfolio of at least 200-300 delinquent FHA, VA, loans, I accomplished my goal by working with loan modification and disposition specialist to determine solutions that would cure the account in a timely manner.
- Presented customers with, and educated customers on options such as Repayment Plans, Special Forbearance, Modifications, Short Sale, Deed In Lieu and Liquidation.
- Also included, responding to customer, investor, or other 3rd party inquiries, researching , preparing, and/or procuring documentation, as well as analyzing requests in accordance with established guidelines and determining appropriate course of action.
- Managed more complex account relationships with emphasis on financial analysis and credit action.
- Was also required to oversee a broad set of non-customer facing activities that included, NPV modeling, second mortgage modifications pre-validation document checking, impounding escrow, and investor approvals, as well as calculating reinstatement figures, and making decisions based on the customers overall credit history and banking relationship.

- Was required to meet/exceed established performance metrics, such as number of decisions made in a day, answering 80% of calls in 20 seconds or less and returning messages left by customers within established timeframes.

EDUCATION

Human Services - August 2015(Thomas Nelson Community College - Hampton, VA)