

Customer Relationship Manager

ROBERT SMITH

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Alabama.

Objective

Innovative individual with years of comprehensive experience in Claims, Collections, Customer Service, and Management with the ability to drive business growth, build cohesive teams and facilitate completion for the company goals.

Skills

ICD 9 Coding And CPT Terminology, Skip Tracing, Manual.

Work Experience

Customer Relationship Manager

ABC Corporation - April 2014 - April 2016

- Communicate with customers and third parties of loan modifications decisions based on investor guidelines.
- Collect, verify and analyze all documentation required for submitting files to underwriting.
- Answers incoming and make outgoing phone calls to customers and provide quality, responsive, and positive customer contact with the intent to retain the customer and assist with the past-due situation.
- Process various types of incoming mortgage payments.
- Analyzes customer account status and history and perform necessary calculations to determine appropriate actions and payment plans.
- Saving people homes Skills Used Excel, Homesaver, Intellimods, Default Workflow.
- Managed a portfolio of loans in default, loan modifications, document validation, NPV modeling, second mortgage modifications, short sale/DIL, and answer technical foreclosure questions.

Customer Relationship Manager

ABC Corporation - 2010 - 2014

- Our West Coast franchises were dissolved from the Ohio Corporate office; I was asked to stay on as the California Customer Relationship Manager.
- Maintained key accounts and brought in over \$1.5 Million in sales.
- Responsible for processing orders and making sure concerns and/or issues were handled promptly.
- Travelled throughout the state teaching our customers about products, services and software programs that Albums Inc.
- and its manufactures developed in support of their product lines.
- Attended national and local trade shows.
- Maintained all records and expenses and reported monthly to our corporate CPA and President/CEO..

Education

Bachelor's in Accounting, - 1989(Norfolk State University - Norfolk, VA)