

Luz Alvarez

Loan Modification Processor - Masonek Law Group

Pomona, CA

luzalvarez176@yahoo.com - (909) 8374179

Bilingual in Spanish. Microsoft Office (Word, Excel) Multi-task, Experience with ACT, Paper Port, Time Matters 10.0, Adobe Acrobat, SX3, Calyx Point, Multi-Line Phone, Excellent Customer Service.

Authorized to work in the US for any employer

WORK EXPERIENCE

Legal Assistant

Pool Law Group - Ontario, CA - April 2014 to April 2015

Responsibilities

Worked on Loan Modification files. Called Lenders and clients in a weekly bases. Follow up on conditions with clients. Modification approval acreage 10-12 on a monthly basis. Worked on Trustee sale dates, denial and appeals.

Accomplishments

Approval rates, over turned decisions on appeals. Helping people stay in their home after they have been denied or turned down somewhere else.

Skills Used

Great customer service, organized, multi-tasker, phone etiquette, loyalty and team player.

Loan Modification Processor

Masonek Law Group - Santa Ana, CA - October 2013 to April 2014

Prepare and Submit Modification Packet. Call clients and lenders on a weekly basis. Update clients on a weekly basis. Create financial analysis for borrowers, P/L's. LOE's, . Complete adequate forms such as, RMA, 4506-T, 710 Form, HHF, etc. Understanding of Trustee Sale notice and postponements of sale dates.

- Assist Immigration attorney with potential clients. Assist in preparation of court documents for filing with the Immigration Court. Interacting with clients and potential clients, ability to speak both English and Spanish with Spanish-speaking clients.

Loan Modification Processor

Clausen & Cobb Management LLC - Rancho Cucamonga, CA - April 2011 to July 2013

Prepare and Submit Modification Packet. Call clients and lenders on a weekly basis. Update clients on a weekly basis. Create financial analysis for borrowers, P/L's. LOE's, . Complete adequate forms such as, RMA, 4506-T, 710 Form, HHF, etc. Understanding of Trustee Sale notice and postponements of sale dates.

Office Assistant

Artic Breeze - Pomona, CA - June 2010 to April 2011

Responsibilities

Answer phones, invoice, schedule technician on daily routes, prepare quotes for current customers, order supplies, materials and parts.

Skills Used

Fast learner, multi-tasked and did my job in a fast and accurate timely manner.

Legal Assistant

Law Office of Eric H. Woods - Las Vegas, NV - June 2007 to June 2010

Liaison between Attorney, client, insurance carriers, health care providers and government agencies. Screen potential clients via telephone, conduct initial interview with new client. Open Claims with Insurance companies, maintain rapport with Insurance adjusters. Request medical records and bill from corresponding medical providers.

EDUCATION

High School Diploma in General Studies

San Dimas High School

Certificate

American School of Mortgage

SKILLS

Bilingual in Spanish, 45 wpm