

Brittany Evans

Rancho Cucamonga, CA
Beeumme@gmail.com - 9093689795

- Excellent ability to multi-task and work under pressure.
- Highly organized and detailed-oriented Customer Service Representative with over 5 years experience
- Self-motivated, progressive and personable.
- Dependable, consistent and punctual
- Ability to develop and maintain effective working relationships with clients & co-workers

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

JR Loan Processor

Official Mortgage - Los Angeles, CA - September 2014 to July 2015

Responsibilities

Review documents for completeness and acceptability of loan conditions

- Review credit, income, assets, disclosures
- Order title, and appraisal, if applicable
- Complete required checklists/worksheets
- Obtain additional documentation needed from all sources
- Update systems to reflect accurate information
- Submit for underwriting approval
- Review title requirements, exceptions, and other information obtained for accuracy, completeness and conformance
- Review and collect underwriting conditions and submit conditions to underwriting and Sr Processor for final approval
- Review and respond to exception reports, internal audits, as required
- Perform other related duties as assigned or required
- Maintain accurate pipeline by documenting conversation log and tracking loan progress

Customer Service Rep II Preferred Relationship Specialist

Bank of America - Pasadena, CA - November 2012 to July 2014

Card Services)

- Answer inbound calls in a fast-paced, high call volume
- Provided quality service and support in a variety of areas including, but not limited to billing, credit adjustments, collections, credit card features,
- Responsible for taking ownership of the call and answering all questions to the best of my ability

Process Support/ E-HUD Specialist

Bank of America - Glendale, CA - August 2011 to October 2012

Process verification of income and calculation received in order to provide homeowners with a retention workout most suitable to their financial needs. Including but not limited to; drafting plans for suspension, partial and increased payment plans as well as processing standard E-HUD modifications under E-HUD guidelines

- Specializing in FHA. Experience in handling HAMP, GSE and government modification programs

- Ensure required documents are returned in a timely manner and complete prior to sending loan for review by an Underwriter.
- Job duties include but not limited to; reviewing and analyzing borrower documentation (i.e., financial statements, tax returns, credit reports) to determine income and repayment ability, assess borrower hardship, analyze housing expenses, and determine proper loan resolution.
- Review of titles verifying first lien position to assess if subordination is required. Review title to ensure no lien/judgements have been placed against the property

Customer Service Representative

Bank of America - Glendale, CA - January 2011 to August 2011

Financials Second Level Queue

- Facilitated the movement and allocation of misplaced customer funds and provided payment research options.
- Assuming responsibility for follow-up and resolution of issues
- Effectively able to focus on stated problem and synthesize information and knowledge to achieve a solution

Customer Service Representative

Bank of America - Glendale, CA - November 2010 to January 2011

Customer Contact & Relationship Deepening

- Delivered exceptional customer service by delighting the customer with a positive attitude
- Assisted homeowners with questions or concerns regarding mortgage and home equity line of credit accounts received via inbound phone calls.
- Responsible for processing routine transactions, documenting loan history, researching and/or preparing documentation, analyzing requests within established guidelines and determining appropriate course of action.

Office Assistant

Passport to Learning Inc - Los Angeles, CA - June 2007 to March 2009

Completed office operations by receiving and distributing communications; maintaining supplies and equipment; picking-up and delivering items; serving customers.

- Forwarding information by receiving and distributing communications; collecting and mailing correspondence; copying information.

- Maintained supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations.

- Maintained office schedule by picking-up and delivering items using automobile.

Computer Lecture

20 Hours NMLS SAFE Act Course

Microsoft Word, Excel, Outlook, and Power Point

FHA Connection

Completed SAFE registration

EDUCATION

Upland High School - Upland, CA

June 2007

Los Angeles Valley Community College