

# Hilda Chavez

## Account Manager/ SPOC - Greentree Servicing, LLC

Montclair, CA

hildaschavez@att.net - (909) 552-3068

### WORK EXPERIENCE

#### Account Manager/ SPOC

Greentree Servicing, LLC - Rancho Cucamonga, CA - 2012 to Present

Portfolio management for Fannie Mae, Bank Of America, RBS National Bank, Car, Mobil Home, Chase, Citi, 2nd lien

- Collect on delinquency from Current to Foreclosure and Special Legal Accounts Handling Disputes
- Collected over 300 Million in Mortgages, Skip Tracking, Dialer, Credit Bureau, CFPB and FDCPA
- Process Loss Mitigation (Modification, Short Sales, Dead in Lieu, Short Payoffs)

#### Dual Lien. Arm Reset/Loss Mitigation/Collector II

Wells Fargo Home Mortgage - San Bernardino, CA - 2006 to 2012

Portfolio management for Several Investor (Fannie Mae, Ginnie Mae, Freddie Mac, Chase, Citi, Bank of America, VA Loans, JP Morgan, 2nd Lien, etc.) Collected over 300 Million in Mortgages

- Processed Loss Mitigation (Modification, Short Sales, Deed in Lieu) Skip Tracking, Dialer, Credit Bureau, CFPB and FDCPA, Handling customer Disputes as a lead
- Current to Foreclosure Delinquency including, Special Legal Accounts

#### Account Manager/Collector

ARS National Servicing, Inc - Rancho Cucamonga, CA - 2004 to 2006

Portfolio management for Capital One, Chase and, Citi and 3rd Party Credit Card Accounts / Late stage Delinquency

- Negotiated Settlements and Payments / Collected over 20,000 monthly Fees/ Skip Tracking, Dialer, Credit Bureau and FDCPA
- Successful Location of customers and worked with Legal for charge off and Bankruptcy

#### Executive Assistant

Celtic Leasing - Irvine, CA - 2003 to 2004

Working for President, CFO/Attorney, Vice President and Collection Manager

- Maintain Office Equipment and Supplies
- Process Deposit and Invoicing and Administrative Duties, Legal Documents, Small Claims

#### Marketing-Sales / Accounting / Human Resources Director

Lazo Trucking - Long Beach, CA - 1998 to 2003

Marketing and Sales for new and current clients (Costco, Sam's Club, Ship lines and Rail) Created all presentations and marketing material/ Cold Calling for new Business

- Accounting process all invoicing and created and integrated new billing data base for company
- Process Payroll and Health Benefits
- Managed 20 employees, Hiring, backgrounds checks and insurance, Compliance and Ordinances with Osha, CHP and State guidelines for truck drivers

#### Mayoral Aide - Constituent Services/ Economic Development

City of Los Angeles- Office of the Mayor - Los Angeles, CA - 1993 to 1998

Direct Representative for the Mayor for his constituents handling all complaints and assisting with new development into the city

- Worked closely with the Department Heads to ensure proper handling of city department when a complaint issued against the City Attorney, Police Department, Planning, Building & Safety, Community Development, Economic Development, Water & Power and International Affairs
- Planning of City Events - for foreign and local Dignitary, community outreach

## EDUCATION

### **B.S in Process**

University Of Phoenix - Los Angeles, CA

2015 to 2015

### **Real Estate Principals**

ADHI School

2006

### **Transfer in Business**

East Los Angeles College - Monterey Park, CA

1993 to 2001

## ADDITIONAL INFORMATION

Skills: \*Fluent Spanish - Speak, Read and Write \* Fidelity, Act!, Rumba Lotus, UCS Avaya, Microsoft Office, Type 75 wpm