

Asia Smith

Service and Sales Associate

Rancho Cucamonga, CA
asiaof08@gmail.com

- Seeking a entry level position in the Mortgage/ Human Resource industry where I can gain experience in originating mortgage loans while providing relevant services within a strong company.

WORK EXPERIENCE

Service and Sales Associate

JPMorgan Chase - Rancho Cucamonga, CA - July 2009 to April 2014

- - Customer service
- - Post transactions such as deposits & withdrawals
- - Help customers resolve claims with fraud
- - Extensive client contact, individual will be involved in all activities that touch prospective or existing clients.
- - Receives orders from clients in diverse products; includes mastering product-specific applications, building relationships with trading desks, ensuring completion of necessary trade documentation and timely execution reporting to clients.
- - Serve as a liaison between the sales team, branch management, compliance and various other business units throughout the firm.
- - Manage account opening process for new and existing clients. Includes collection of account-specific information, recording information via electronic account-opening system, retrieving relevant executed documentation from clients and compliance with regulatory procedures.
- - Review client account activity on a daily basis to ensure overall accuracy, proper settlement of transactions and reconciliation of sales credits and fees.
- - Perform account maintenance including money transfer requests, address changes, etc.
- - Complete ad hoc, client-related projects as needed.
- - Analyze client accounts and deliver

Eligibility Worker I

County of San Bernardino - Ontario, CA - August 2013 to January 2014

- -Interview applicants for, and recipients of, one or more aid categories to assist them in the completion and clarification of the prescribed application and declaration forms upon which eligibility decisions are based.
- -Conduct interviews in a Transitional Assistance Department office.
- -Elicit pertinent information concerning such items as income, employment, other resources, and financial obligations from applicants and recipients.
- -Review applications and declarations for completeness and consistency; participate in error identification, analysis, prevention and corrective action.
- -Assist applicants and recipients to obtain additional information and resolve discrepancies in the applications and declarations by investigation via telephone, correspondence or in person.
- -Determine eligibility in accordance with a variety of state and county procedures; authorize cash, and/or medical or Food Stamp assistance.
- -Record information for case records; interpret program regulations and other pertinent material to applicants, recipients and the general public.
- -Compute amount of grant or the amount of liability authorized and perform other similar required computations.

- -Refer all applicants and recipients who appear to need social services to designated social work staff members after completing the appropriate referral form.
- -Participate in problem-solving processes.
- -Provide vacation and temporary relief as required.

EDUCATION

GED

San Bernardino Adult School - San Bernardino, CA

SKILLS

- Excellent leader - Proficient Customer Service Skills - Fast Learner - Excellent communication skills - Positive approach to solve financial problems - Capacity to work under pressure - Strong dedication to meet deadlines - Exceptional organizational and analytical skills - Special knowledge of computer - Outstanding maths and calculation knowledge - Extremely honest and responsible attitude