Kelli Davis

Default Accounting Specialist I

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SUMMARY

Detail-oriented Mortgage Servicing Professional aiming to leverage proven technical, problem-solving, and organizational skills to successfully fill the Default Accounting Specialist I role at Cenlar. Frequently praised as efficient by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

Default Mortgage Servicing Professional I

Cenlar   05/2020 - Present   Ewing, NJ

Default Call Center

- Explain mortgage servicing process information to borrowers
- Use advanced systems to research and resolve inquiries while continuously providing first call resolution
- Accurately track and document all communications with customers to provide a detailed history of contact

Ship Clerk

Amazon.com   03/2017 - 10/2018   Robbinsville, NJ

Fulfillment Center Warehouse

- Fast paced environment
- Strictly adhere to 10-12 shipping deadlines each shift
- Examine contents and compare with manifests and orders to verify accuracy of outgoing shipment
- Prepare bills of lading and shipping orders to route materials
- Meet departmental standard for processing time and accuracy
- Train new associates, prepare daily reports, and work directly with management to develop and maintain quality operation procedures

Call Center Representative

Convergys   01/2005 – 01/2006   Valdosta, GA

Call Center

- Answer and make calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Respond efficiently and accurately to callers, explain possible solutions, and ensure that clients feel supported and valued.
- Utilize software, databases, scripts, and tools appropriately.

EDUCATION

B.S. Software Engineering

Arizona State University

01/2019 - Ongoing   Online

AWARDS

- Bertelsmann Data Science Scholarship
- Google Developer Scholarship

Certifications

Data Science Udacity

Android Developer Udacity

Tools

MS Office	MSP
BitB	Metasource

Skills

Mathematics	Multi-tasking
Excellent Communication	Teamworking

STRENGTHS

- Inquisitive
- Analytical
- Attentive Listener
- Socially Adept