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LUIS A LOPEZ

OBJECTIVE

Desire to work in a competitive, friendly, and respectful environment to better myself and the company.

Set the bar high, achieve success through an outstanding work ethic.

The ideal role is one which is full of opportunities for growth and advancement.

I'm eager to utilize my skills and knowledge obtained throughout my extensive career and accomplishments, to help people.

EXPERIENCE

Rocket Mortgage

06/28/2016- Still Employed

President's Club banker/ Solutions consultant (NMLS ID 935995)

- Nominated for the top 250 Latino Mortgage Loan Originators.
- Resolved problems creatively when faced with challenges during the loan application process, by communicating effectively with the client and other team members in different areas of the business.
- Constructively handling conflicts by communicating with the client and finding a mutual solution.
- Coordinate with team members and 3rd parties to be able to meet deadlines.
- Create a lasting relationship with clients while qualifying them for the best loan option for their situation and goals.
- Influence and persuade clients, achieve their trust and business always through honesty and communication.
- Review and stay up to date with lending guidelines for different programs to assure a smooth process from beginning to end, helping each client get to the closing table.
- Help and coach other peers for them to achieve their true potential.

CITI /Mortgage Tucson, Az.

06/10/2012 -06/28/2015

Mortgage/Loss Mitigation specialist (NMLS ID 935995)

- Manage a pipeline of loans, staying on top of stretched and standard goals to make each process smooth accurate and fast paced.
- Contact clients from the initial review and up until the loan is brought current and booked, either through payment or some type of foreclosure alternative.
- Keep close contact with the client to help answer any questions, discusses concerns, and provides regular updates all in a timely manner.
- Deliver excellent customer service while also advocating for the best option available to the customer.
- Achieve commitment from the client and collect the information/documents needed.
- Review/collect documents in a timely manner while tracking them through thorough organization.
- Supervise each process for all departments to be aligned making sure everyone is working in the same direction to assure the treatment goes smooth and is completed with diligence.
- Partner and work with other departments underwriters, processors etc.
- Multitask in any multiple aspects required without sacrificing quality to the client.
- Knowledge of CFPB state legalities, national call guidelines and federal regulations in the mortgage and collection business.

CITI /Bankcards Collections. Tucson, Az.

04/2008 – 06/2012

Collections representative/ Job coach

- Responsible for reaching out to customers to collect payment for overdue bills, loans, or other payments
- Overcome objections and persuade borrower to acquire commitment to bring their loans current.
- Deliver excellent customer service while also advocating for the best option available to the customer

- Help other agents and coach them to be successful collectors.

U.B.A Services Inc Tucson, Az.
11/06 - 04/08
On site Supervisor
02/2007-04/2008

- Supervise all work that is done in each site as well as supervise the performance of the employees.
- making sure that the quality in the project meets the client expectations
- . Manage schedule as well as payroll.
- Meet with the clients to perform estimates and to collect payment for the job done.
- Fix and resolve any complaints to meet the client's satisfaction.
- Keep track and deliver monthly/ quarterly progress.

EDUCATION

12/2005 Tucson, Az.
• *S.T.A.R. Academics high school,*
• *High School Diploma*

LANGUAGES

Proficient bilingual verbal and written skills, English/Spanish

SKILLS

- Ability to focus while performing under pressure to meet goals and deadlines to deliver quality results.
- Look for solutions to problems while multitasking in a fast-paced environment.

- Valuable Personal Traits: Punctual, adaptable, fast learner, excellent customer service competitive attitude.