Mortgage Loan Processor Mortgage Loan Processor Mortgage Loan Processor Jacksonville, FL

Work Experience Mortgage Loan Processor JP Morgan Chase - Jacksonville, FL August 2016 to June 2019   Efficiently processed over 1000 mortgage loans and home equity lines from origination to closing.   Ensured bank collateral was secured by verifying insurance, flood, inspection and other items required within compliance of bank and federal policy.   Ordered loan verification documents and conducted subsequent follow up with customers and internal contacts as needed.   Surpassed monthly goals of closed loans and received occasional recognition for great customer service.   Developed pipeline management tools to aid in organization and effectiveness. IT Support Technician CACI International Inc - Jacksonville, FL March 2014 to July 2016   Managed Red Hat Enterprise Linux operating system and performed functional testing.   Reviewed operations to resolve production or processing problems in the Naval Aviation Logistics Command Management Information System (NALCOMIS) and OOMA.   Assist end users with desktop, laptop and printer usage.   Transported equipment using a vehicle between multiple facilities within the assigned work service area as directed by Site and Technical Leads   Administered data backups and ensured data recoverability. Database Administrator United States Navy - Jacksonville, FL December 2007 to January 2013   Performed Ad-hoc Queries, Database Installations, Upgrades and Configurations on Nalcomis(OOMA) System.   Enhanced users' understanding of database systems by conducting pre-implementation workshops, delivering group and individual training sessions.   Managed internal databases, from planning and testing stages through implementation and support.   In-depth understanding of security and backup procedures to ensure database integrity.   Created, reviewed and implemented maintenance plans on production servers. Medical Claims Processor Cigna Healthcare Insurance - Nashville, TN August 2005 to November 2007   Managed Inpatient and Outpatient claim submission correctly, verified data and entered into system for adjudication.   Prepared accurate, informative, objective and professional medical correspondences to Cigna Healthcare Leadership, and vendors.   Reviewed payment history and worked directly with beneficiaries to resolve any regarding eligibility status.   Processed claim forms, adjudicates for the provision of deductibles, co-pays, co-insurance maximums and provider

settlements.   Provided timely customer service to members, billing departments and other insurance providers. Education Master of Arts in IT Management in IT Management Webster University - Jacksonville, FL June 2020 Bachelor of Science in Psychology in Psychology Tennessee State University - Nashville, TN August 2001 Skills SQL SERVER, SQL, WINDOWS 10, MICROSOFT OFFICE Military Service Branch: United States Navy Rank: E5

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