**Sherri Bucey**

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Portland, OR 97233

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**OBJECTIVE**: Office Assistant/ Loan Processor

**HIGHLIGHTS OF QUALIFICATIONS**

* Ten years of customer service and problem resolution skills
* Ten years experience in office procedures, software, and hardware
* Ability to multi-task projects and adapt priorities as new objectives arise

**RELATED SKILLS AND EXPERIENCE**

***SOS Staffing, Edna, TX***

Medical Clerk

04/2011- 07/2011

* Consistently followed up on needed documentation via phone and in person
* Placed file and documentation orders daily
* Operated copiers, fax, reception phone/switchboard, and mail machines
* Fielded calls and walk-ins of borrowers, account executives and vendors

***AppleOne, Portland, OR***

Customer Service Rep

01/2010-07/2010

* Built customer relations through expedient multi tasking and data entry skills
* Demonstrated problem resolution with clients via phone
* Operated copiers, fax, reception phone/switchboard, and mail machines

***Spartan Mortgage, Tigard, OR***

Loan Processor

08/2008-03/2010, 03/2006-12/2006, & 03/2004-01/2005

* Consistently followed up on needed documentation via phone and in person
* Maintained daily pipeline on up 200 active loans, closing 25-30 monthly
* Assisted processing team when needed with updating/ reviewing problem files
* Reviewed files for potential issues, noted resolution in system prior to submission
* Ordered credit, title, appraisal, FHA & VA Inspections
* Maintained accurate communication logs with all parties involved

***Portland Community College, Beaverton, OR***

Case Aide

09/2007-06/2008

* Entered data to Excel, Outlook and Access databases according to management request
* Demonstrated problem resolution with clients via phone and in person
* Consistently followed up on needed documentation via phone and in person
* Operated copiers, fax, reception phone/switchboard, and mail machines

***BNC Mortgage, Portland, OR***

Account Manager

02/2005-01/2006

* Assisted processing team when needed with updating/ reviewing problem files
* Reviewed files for potential issues, noted resolution in system prior to submission
* Ordered credit, title, appraisal, FHA & VA Inspections
* Maintained accurate communication logs with all parties involved