

Michelle Cyrille

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Professional Experience

Florida State Mortgage Group - Fort Lauderdale, FL

Office Manager

2024 - Present

Manage day-to-day office operations, including workflow prioritization and resource allocation.

Train and supervise a team of administrative professionals and data entry staff.

Oversee compliance procedures for client documentation, reducing audit discrepancies by 25%.

Coordinate with underwriters and loan officers to streamline document flow.

Utilize Microsoft Excel for budgeting and tracking operational expenses.

Troubleshoot technical issues and assist with network configurations, drawing on IT background.

Implement electronic file storage improvements using PaperPort and secure file-sharing systems.

Maintain a secure digital and physical environment using data security protocols.

Administrative Assistant

2021 - 2024

Organized and reviewed sensitive loan documents including credit reports, pay stubs, tax returns, and bank statements to ensure completeness and accuracy.

Maintained document integrity and ensured compliance with both internal policies and federal regulations.

Supported loan officers by preparing pre-approval and closing packets using MLS Systems and PaperPort.

Entered, updated, and tracked client data using Microsoft Office Suite and internal CRM platforms.

Applied analytical skills to identify and correct missing or outdated documentation.

Conducted cross-departmental communication to accelerate approval timelines.

Assisted in managing loan pipeline and follow-ups, improving closing efficiency by 30%.

Data Entry Specialist

2020 - 2021

Entered mortgage application data into internal databases with 98% accuracy.

Processed high-volume data sets, including borrower information, income details, and property specs.

Utilized Microsoft Excel and PaperPort to maintain structured data archives.

Verified entries against original documents and corrected discrepancies before submission.

Coordinated with loan processors and customer service for timely updates.

Demonstrated excellent time management by meeting tight deadlines for high-priority files, processed 130+ files a month.

Education & Certifications

Broward College

Certification Program - CompTIA A+

New Horizons Computer Learning Centers

Certifications/Training:

CompTIA Security+ | Network+ | A+

AWS Certified Cloud Practitioner

Microsoft Office Specialist (Excel, Word, Outlook)

Andrew's High School - Class of 2018

Technical Skills & Tools

Software & Systems: Microsoft Office Suite, PaperPort, MLS Systems

Languages & Tools: Python, SQL, JavaScript

IT & Security: Network Administration, Data Security, AWS

Document Management: Digital Filing, Compliance Tracking, CRM Tools

Productivity: Data Entry, Workflow Automation, Office Supervision

Other: Notary Public (Active)