Angelene Manalo

✉ hello@angelenemanalo.com   ↱ angelenemanalo.com   in linkedin.com/in/angelenelmanalo

Work Experience

Verifications Specialist @ SettlementOne
San Diego, CA | March 2021 – Present
- Processes 70 to 100 pending Verification of Employment & Income requests from various clients such as Caliber Home Loans while monitoring employer and client call queues
- Completes 50 to 60 Verification of Employment & Income requests a week with a quality control average of 94%

Senior Associate, Operations @ CoreLogic Credco
San Diego, CA | October 2020 – March 2021
- Assists supervisor in coaching team of 10 to 15 processors to maintain high levels of productivity (40 to 100 tasks per day)
- Monitors employment verification call queue with an average of 150 to 200 calls per day to ensure incoming calls are answered with no wait times
- Resolves 10 to 30 escalation emails per day from Customer Service regarding lender inquiries such as rush requests, correction of inaccurate information, and other urgent customer service questions

Associate, Operations @ CoreLogic Credco
San Diego, CA | November 2019 – October 2020
- Processed 55 to 100 tasks per day for Verification of Employment & Income requests submitted by clients such as Mr. Cooper and Quicken Home Loans
- Communicated with employers via phone and email regarding incoming verifications
- Communicated with clients via email regarding the status of verification requests, rush requests, and other customer service questions
- Communicated effectively with teammates and supervisors to ensure a common understanding of proper processing procedure and handling of sensitive information of clients
- Conducted quality control checks on a sample of completed verifications from other processors to ensure a properly obtained and accurate verification as well as ensure client satisfaction

Peer Advisor @ UC Irvine Veteran Services Center
Irvine, CA | September 2016 – June 2018
- Received and processed veteran education benefit certifications for over 200 student veterans and dependents; managed over 200 student veterans and dependents' physical and digital files
- Collaborated with two other Peer Advisors on the Events and Outreach team for veteran, dependent, and transfer student outreach program planning, averaging 2 to 5 major events each quarter
- Designed the Center's various flyers, announcements, programs, and other digital and physical marketing materials for programs and events using Adobe Photoshop and Illustrator
- Managed the Center's Facebook Page with three other Peer Advisors on the Social Media and Marketing team by posting upcoming program and event announcements and paperwork deadlines
- Maintained the Center's main website with Cascade CMS to include required paperwork for various veteran educational benefits, upcoming paperwork deadlines, and upcoming program/event flyers
- Redesigned the Center's main website according to UC Irvine's branding guidelines and according to the needs of the veteran and dependent students

Education

University of California, San Diego Extension
January 2019 – September 2020
- Certificate for User Experience Design

University of California, Irvine
October 2014 – June 2018
- Bachelor of Science in Computer Science
- Specialization in Information

Skills

Interaction
- Information architecture
- Sitemapping
- Storyboarding
- Wireframing
- Prototyping
- Personas
- User flows/journeys

Design
- Visual UX design
- Style guides
- User interface design
- Responsive web design
- Mobile app design
- Graphic design
- Illustration

Development
- HTML/CSS
- Python
- Java
- JavaScript

Tools
- Adobe Suite
- Sketch App
- Invision
- Figma
- Google Apps
- Microsoft Office
- Microsoft Windows
- macOS