# Angelene Manalo

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## 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

## Projects

### Personal website
Designed and built a personal/portfolio website using Jekyll hosted on Github Pages