

SHARON CLAUDETTE SMITH

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SUMMARY

Multi talented professional with 16 years of progressive experience with emphasis in accounts receivable/payable, billing, account reconciliation, sales, data entry, and customer service. A top performer who is well organized, detail-oriented and possesses excellent analytical and problem solving skills. Easily adapts to ever changing environments and challenges.

EXPERIENCE

Randstad Professionals @ Wells Fargo Corporate, Raleigh, NC **07/2015 – 10/2015**
Bankruptcy Specialist

- Monitored the overall process of bankruptcy from referral to disposition.
- Maintained timely and accurate completion of processes which encompassed set-up upon notification, preparation of Proof of Claim, Motion for Relief of Stay, pursuit of Reaffirmation Agreement, monitored Plan Payment Review performances and case dismissal or discharge.
- Used Outlook for internal and external communication, maintaining calendars and schedules.
- Communicated with legal counsel and investors to determine best practices for mitigating losses.
- Completed research, analyzed results and responded to bankruptcy related inquiries made by debtor's Counsel or Trustees.

Manpower @ Seterus/IBM, RTP, NC **03/2015 – 07/2015**
Bankruptcy Specialist I

- Monitored various aspects of the Bankruptcy process including payment changes, payoffs and loan set ups.
- Reviewed and reconciled suspense reports and payment processing.
- Reviewed and updated MSP with bankruptcy information.
- Worked internal MSP tracking queues and removed files from bankruptcy as necessary.

Aerotek @ Wells Fargo Corporate, Raleigh, NC **12/2013 – 03/2014**
Operations Analyst 2 — Three month contract assignment

- Financial Fitness Team support staff in the review process of hiring Mortgage Loan Originators.
- Reviewed applicant credit reports for delinquent trade line accounts, judgments, bankruptcies and liens.
- Prepared credit reports for reviewers to analyze.
- Initiated emails to applicants for a response to the derogatory items on credit report.
- QC of outgoing initial credit report requests created by Wells Fargo, India.
- Data entry and QC of various Excel reports.

HP Enterprise Services, Raleigh, NC **08/2008 – 06/2013**
Senior A/R Cash Analyst/Trainer, NC Medicaid

- Researched and keyed NC Medicaid refunds received from lockbox into MMIS.
- Processed all company checks, stale dated, escheated funds and Electronic Funds Transfer rejects.
- Communicated to providers with outstanding checks to identify when an escheatment was owed.
- Researched and determined if checks met criteria for escheatment to disperse to the state.
- Exported files in Excel format for processing payments.
- Researched, resolved and reconciled billing discrepancies as well as created billing reports.
- Performed Accounts Receivable functions using internal Oracle financial system.
- Primary trainer for permanent and contract employees for the cash team.

Genworth Mortgage Insurance, Raleigh, NC
Servicer Account Specialist

10/2003 –05/2007

- Serviced accounts for Mortgage Lenders resolving inquiries and complaints regarding PMI.
- Bank of America was largest customer.
- Researched and reconciled billing including over/under payments, cancelled loans.
- Processed Partial land releases, and West Virginia and Kentucky tax issues.
- Processed wire transfers, ran portfolio audits.
- Created Excel spreadsheet to track and document client information.
- Prepared monthly billing statements.
- Wrote Policy Servicing procedure manuals.

GE Mortgage Insurance, Raleigh, NC

05/1997-10/2003

Loss Mitigation Assistant/Senior A/R Billing Specialist/Cash Application (Kelly Services)

- Ordered and reviewed loan documents such as appraisals, property titles, income documentation, bank statements, rental histories and credit reports.
- Maintained, logged, and tracked documentation for investigators.
- Daily communication with Lenders, data entry and various other duties.
- Responsible for timely and accurate data entry of all Private Mortgage Insurance Premium (PMI).
- Loaded and processed tapes up to \$5 million transmitted via electronic transfer.
- Consistently met weekly and monthly billing deadlines and also primary trainer for new employees.

EDUCATION

BioWorks Certificate, Wake Tech, Raleigh, NC

Certificate, ESL/EFL Teaching, Duke University, Durham, NC

Certificate, Spanish Intermediate, Latin Immersion School, Chile/Argentina

Associate of Arts Degree, Retail Merchandising, Fashion Institute of Atlanta, Atlanta, GA

COMMUNITY / VOLUNTEER

United States Citizenship Refugee and Immigration, Raleigh, NC

2010 – Present

Volunteer ESL Teacher

- Teach reading, writing, speaking and listening skills to students eligible to apply for United States citizenship.
- Create sample citizenship tests and mock interviews to help prepare students for interview.
- 100% of my students have passed. Ages range from 30 to 71.