

# David Oliverio

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## Professional Summary

Recently relocated to the Lehigh Valley. Well-rounded professional with strong communication skills and a foundation in technology.

## Experience

January 2023- March 2025

### **Planet Home Lending - *Records Management Specialist***

- Communicated frequently and effectively with other departments to determine appropriate routing of loan documents. Approved loan modifications in line with company recording policy.
- Acted as a liaison between document custodians and Capital Markets, Investor Accounting, and other external sources to ensure compliance as it relates to initial, final, and re-certifications of loans.
- Built and pulled exception reports in effort to resolve issues with outstanding documents.
- Documented and shipped hard copy loan files to custodians in accordance with federal, state, and investor guidelines and regulations.
- Transferred data between FTP streams and from company network to cloud storage.
- Practiced judgment and discretion while handling sensitive documents, ensuring confidentiality and security while working with customers' personally identifiable information and company information.

August 2021- August 2023

### **Wood 'n' Tap - *Bartender and Server***

- Worked within a team and independently to provide excellent customer service in a time efficient manner.
- Built rapport with frequent customers by ensuring consistent and responsive service and remaining attentive to guests' needs.

August 2014- August 2021

### **United States Postal Service - *Rural Carrier Associate***

- Sorted and processed mail at regional office for efficient distribution.
- Provided exceptional customer service along the designated route. Built lasting relationships with customers by addressing all inquiries and resolving delivery issues.
- Trained all incoming new hires according to USPS standards.
- Adapted to all weather conditions and last-minute route changes to ensure consistent delivery schedules.

April 2010- August 2014

### **Traditions at Oak Lane - Restaurant Manager**

- Oversaw daily operations of a high-volume restaurant and event center ensuring smooth and efficient service to all guests, including regular customers.
- Managed a team of 10 staff members, including hiring, training, and mitigating employee conflict.
- Developed and maintained positive relationships with vendors, ensuring timely payment to guarantee regular delivery of necessary supplies.
- Led regular team meetings to encourage regular communication between staff members and management.

## **Education**

September 2021- March 2022

### **University of Connecticut - Full Stack Developer Certificate**

Completed an intensive coding bootcamp focused on full stack web development, using coding languages such as HTML, JavaScript, CSS, React, node.js, next.js and SQL. Gained hands-on experience working independently and within a team to build responsive web apps and applying version control with Git and GitHub.

2020-2021

### **Gateway Community College**

Completed coursework towards A.S Computer Science

## **Skills**

Proficient in MS Office: **Excel, Outlook, Word, PowerPoint**

Basic knowledge of web development: **HTML, JavaScript, CSS, Git, React**

Proficiency in MSP loan servicing software: **Ice, Black Knight**

Strong written and verbal communication skills

Quick learner with a problem-solving mindset