

# Sarah Cohen

76 Everit Street ♦ New Haven, CT 06511 ♦ (203) 908-2769 ♦ sarahxcohen@gmail.com

## Profile

Motivated, adaptable professional with seven years experience in real estate and finance. Accomplished in quickly mastering new skills. Accustomed to working with several clients and handling confidential information and record databases.

Able to maintain poise and professionalism under pressure. Flourishes in deadline-driven environments and in working on time-sensitive projects. Excellent interpersonal skills.

## Skills Summary

- |                          |                                     |                                                        |
|--------------------------|-------------------------------------|--------------------------------------------------------|
| ♦ Customer Service       | ♦ Data Entry                        | ♦ Client Relations                                     |
| ♦ Written Correspondence | ♦ Critical Thinking/Problem Solving | ♦ Extensive Knowledge of Computers & Internet Research |
| ♦ Report Preparation     |                                     | ♦ Notary Public State of CT                            |
| ♦ General Office Skills  |                                     |                                                        |

## Operating Systems

- |                                                      |                   |                    |
|------------------------------------------------------|-------------------|--------------------|
| ♦ Microsoft Office Suite;<br>Word, Excel, PowerPoint | ♦ ISIS            | ♦ Fiserv           |
| ♦ Microsoft Office Outlook                           | ♦ Equator v4 & v5 | ♦ The Loan ToolBox |
|                                                      | ♦ Salesforce      |                    |
|                                                      | ♦ Contour         |                    |
|                                                      | ♦ DispoSolutions  |                    |

## Professional Experience

### CLOSING COORDINATION & ASSET MANAGEMENT

- ♦ Work closely with Real Estate Agents, Attorneys, and third party vendors to meet and exceed client goals and expectations for Real Estate Owned (REO) and short sale closings.
- ♦ Close between 90% and 120% of portfolio each month.
- ♦ Conduct one-on-one sessions with Asset Managers to discuss monthly production.
- ♦ Oversee day-to-day operations of Pre-Closers.
- ♦ Quickly adapt new policies and guidelines in a constantly changing environment.

### DETAIL & ORGANIZATION

- ♦ Develop and implement Quality Control process for effective file auditing.
  - Write and maintain instructional training material and Policy and Procedure documents.
- ♦ Produce and distribute daily and monthly reports to clients and upper management.
- ♦ Prepare financial invoices and assist with accounts receivable.

### CUSTOMER SERVICE & FRONT OFFICE OPERATIONS

- ♦ Manage all aspects of day-to-day clerical support in fast paced environment:
  - Data Entry/maintenance of informational databases.
  - Appointment setting and follow-up.
  - Write and edit general correspondence and document preparation
- ♦ Undertake Personal Assistant responsibilities for individual employees:
  - Organize events/engagements, run errands, return phone calls.

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## Employment History

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**THE NATIONAL GROUPS** – Glastonbury, CT  
Closing Coordinator, 2008 to Present

**MAIN STREET MORTGAGE, LLC** – Stratford, CT  
Mortgage Processor, 2005 to 2008

**PARADISE REALTY, LLC** – Stratford, CT  
Administrative Assistant, 2005

## Education

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**BENNINGTON COLLEGE** – Bennington, VT  
Literature and Creative Writing, 2004-2005