**Aileen Fuentes**

704-361-6932

21 Sumer Dr

Southwick, MA 01077

[aileenfuentes16@yahoo.com](mailto:Afuentes0988@yahoo..com)

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| **Profile** | | | |
| Accomplished responsible and dedicated office professional with 3 years of solid work experience, effective time and office management skills seeks administrative employment.  Comfortable working in heavy volume fast paced environments. Cooperative team player who enjoys working with people and utilizing direct telephone contact.  Well organized to handle a variety of assignments and follow through start and finish. Strong work ethics, with eagerness to learn and willingness to contribute toward meeting a company’s goal. | | | |
| * Advanced knowledge of Microsoft office suite * Expert knowledge of Payroll System * Exceptional organizational skills and record keeping | | * Dependable and highly organized with  business maturity, discretion, enthusiasm, and a positive attitude * Outstanding communications skills with ability to decipher client needs whether in person, by phone, or via email | |
| |  |  |  | | --- | --- | --- | | **Work History**  Loan Service Specialist        Wells Fargo, Fort Mill, SC                    06/2010 - 11/2010   Loss Mitigation Specialist    Wells Fargo, Fort Mill, SC                    02/2009 - 06/2010 | | | | Office Recruiter | Balance Staffing, Charlotte , NC | 05/2008 - 07/2009 | | HR Coordinator | DMSI,  Fort Mill , SC | 04/2007 - 11/2009 | | Medical Receptionist | Wielder Chiropractic, Queens , NY | 02/2003-09/2006 |     **Loan Service Specialist:**        Make the decisions on the loan application up to the conforming loan limits. Verified customer income documentations. Processed subordinations. Resolved appraisals disputes. Executed closing actions to ensure a timely and effective closing process. Resolves routine title issues including vest issues, child support liens, judgment liens, mechanic liens and undisclosed lien conveyance. Maintain a high-level of customer service by being proactive in communication with custom banking center associates.    **Loss Mitigation Specialist:**       Handled all delinquent accounts. Performed all account adjustments and contacted clients about delinquencies. Responsible for collecting information related to past collections that the client has had.   Help clients set up credit lines, mortgages and credit cards. Work with the homeowners the best way I could and find out a work out option to maintain their homes. | | | |
| **Office Recruiter:**      Interviewed individuals for jobs. Receive incoming checks; tabulate checks for weekly deposits.  Prepare and mail client letters. Coordinate comprehensive Background checks/ screen process. Process new-hire paperwork and handle reports. | | | |
| **HR Coordinator:**      Staff Supervision, Benefits, Insurance, and Training for all departments on 3rd shift. Directed all recruiting operations and enforced the policy procedures for formal disciplinary actions. Handled payroll, employee benefits and punch detail for the company, took care of all reports such as; absent and Loss Prevention. | | | |
| **Medical Receptionist:**           Effectively operate multi- line phone system and switchboards.  Maintain up-to-date patient files. Handled all billing disputes, insurance options, other notations. Properly and professionally set appointments. | | | |
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| **Education** | | | |
| High School Diploma | CPCC Hebron Campus | | May, 2006 |
| Medical Technician | CPCC Hebron Campus | | January, 2008 |
| **References** | | | |
| References are available upon request. | | | |
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