

**Relevant Skills**

- 10 Years experience with mortgage and consumer loans
- Reviews letter templates for Legal compliance
- Management, Team Lead, and Training experience
- Writes parameters for Loss Mitigation analyses and reports
- Tests systems
- Writes Policies and Procedures
- Builds reports in Microsoft Access and Excel

**Current Employer: loanDepot****November 2020- Current****Position: Loan Processing Assistant****Job Responsibilities:**

- Sets up loans for UW/Processing Review
- Orders Title/Insurance documents
- Orders Verifications of Employment, Mortgages, Rentals
- Uploads and Organizes documents in shared systems
- Processes Purchase/Refi Closing Disclosures

**Work History****Employer: Pentagon Federal Credit Union****September 2017- October 2020****Positions Held: Collections/Customer Service Representative**

- Consumer Loans & Credit Cards Inbound/Outbound Collections
- Inbound/Outbound Collections
- Skip-traces
- Trains new team members
- Recommends legal files/garnishments

**Employer: Citi Mortgage****January 2009- March 2014****Positions Held (Job Responsibilities listed in Relevant Skills above):**

- Vendor Manager
- Associate Quality Analyst
- Relief Manager
- Team Lead
- Loss Mitigation Specialist
- Collections Representative