

Elaine H. Liao

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SUMMARY

Highly organized and diligent professional seeking employment, where I can apply my education, professional experience, excellent time-management capability and adaptability to support an organization's growth and success

EXPERIENCE

FORECLOSURE SPECIALIST - Carrington Mortgage Services, LLC., Anaheim, CA (Dec 2019 - Current)

- Completing first legal action for government loans to initiate foreclosure process (FHA, VA, USDA)
- Review title report for full AOM chain, liens and confirm clear title
- Review and revise required documents prepared by attorneys (AOM, Allonges, NOP, SOT, etc.)
- Request and send original mortgage and note to attorneys
- Ensure files meet Government guidelines to proceed with first legal action deadlines

BANKRUPTCY SPECIALIST - Carrington Mortgage Services, LLC., Anaheim, CA (July 2019 - Dec 2019)

- Reviewed the Bankruptcy court docket daily, updated systems accordingly
- Audited plan reviews, submitted plan objections referrals to attorneys
- Generated and sent HUD letters to customers
- Reviewed and submitted check requests for outstanding property tax payments
- Responded to urgent requests from various departments (i.e. outstanding fees/cost)
- Updated Motion for Relief and Proof of Claim dates per Acer reports

BANKRUPTCY SPECIALIST - Caliber Home Loans, Inc., San Diego, CA (August 2015 - June 2019)

- Responsibility for all escrow related matters within the bankruptcy department (EA, escrow payments)
- Ran escrow analysis for all new bankruptcy filings, ensured EA figures were correct prior to POC filing
- Accountable for daily review of escrow analysis, Data Integrity Management System report, credit reporting/updating, amended Proofs of Claims and account issues
- Reviewed between 30-50 accounts daily and ensuring accurate auditing and correcting any fund misapplication (i.e. waive/write-off unsupported figures, reversal and reapplication)
- Monitored and tracked customer and Trustee funds
- Provided quality customer care (i.e. accept payments, account research and follow-up, complaints)

POOL MANAGER - South El Monte Aquatics Center, South El Monte, CA (April 2014 - August 2014)

- Recruited and trained new staff, generated staff's bi-weekly shift schedules and timecard and time-off request approvals
- Restructured staff manual, policies/procedures and swim lesson program
- Improved swim lesson program by surveying residents to incorporate effective teaching techniques
- Performed daily administrative tasks, opened/closed register and maintained city's annual budget and aided in customer service escalations
- Developed and distributed fliers for marketing/promotional purposes to draw new customers
- Conducted monthly in-service training, procedural reviews and staff re-certification
- Purchased aquatic supplies and equipment through local vendors

HEAD SWIM TEAM COACH - El Monte Aquatic Center, El Monte, CA (Sept 2008 - Nov 2015)

- Head coach for El Monte Sharks Aquatics Club (ages 5-17), assumed office manager responsibilities
- Planned and generated training schedules and workouts for various subgroups of the team
- Membership recruitment and sustainment, payment submissions and member's performance records
- Collaboration and partnerships with local business for donations, sponsorships and purchases
- Appointed and oversaw assistant coaches and volunteers, time-off and timecard approvals
- Created spreadsheets, monthly newsletter, and any administrative tasks (i.e. screen phone calls, schedule appointments, prepare quarterly meetings)
- Organized team functions such as competitions, fundraisers and field trips

EDUCATION

COLLEGE

Bachelor of Science in Business Administration, Concentration in Management and Human Resources, California State Polytechnic University, Pomona.

- Courses include Finance, Accounting, Staffing Organization, Training & Development, Employee Benefits, Employee Compensation, Labor and Union, Business Law and General Management

HIGH SCHOOL

High school diploma from TEMPLE CITY HIGH SCHOOL

AREAS OF EXPERTISE/SKILLS

- Microsoft Office proficiency
- Bilingual (English and Chinese)
- Data Entry and Analysis
- Detailed and Goal Oriented
- Professional and Positive
- Leadership and Initiative
- Clerical and Administrative Support
- Time Management
- Quick Learner