**Jasmine Williams**

**3428 Frosty Trail Dallas, TX 75241**

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**214-625-2552**

**Objective**

My mission is to enhance my skills and experience to advance in other business opportunities as such as a Quality Assurance Agent.

**Work History**

**Wells Fargo & Co. Irving, TX**

*Account Resolution Specialist 3* *March 2017-present*

* Partner with the customer to help determine the reason for their account delinquency and evaluate the customer's financial situation; negotiate for full payment or create terms for repayment for auto loans.
* Consistently learn and apply operational policies and State & Federal regulations governing collection practices.
* Have structured workdays with all your calls monitored for quality and accuracy; demonstrate strong organizational and time management skills, in order to achieve department productivity metrics.
* Complete other duties as assigned by leadership.

**Bank of America** **Fort Worth, TX**

*Mortgage Collector 2/TEAM LEAD*  *February 2015- March 2017*

* Took over escalated phone calls from my members as needed
* Sent reports outs to the team for quality and production
* Research any complaints that the customer may have that was filed
* Assist my manager with research and reports for the team and high risk customers as well.

**JP Morgan Chase Coppell, TX**

*Loan Document Research Specialist November 2013-Feb 2015*

* Collected confidential documents to review loan applications to submit to an Underwriter for review for possible workout options
* Sent compliance and decision for the customer after a decision has been made Refinance, Short Sale and Deed in Lieu.
* Collaborative work with other departments to make sure applications are submitted properly and in a timely manner.

**Bank of America Fort Worth, TX**

*Mortgage Collector 1 May 2012-Nov 2013*

* Maintain high productivity and quality standards
* Handle skip tracing, repossession and charged off accounts for mortgage loans
* Reached out to customers by inbound, outbound and dialer phone calls.
* I’ve handled accounts that were in early stage, late stage and high risk meaning Bankruptcy and Foreclosure

**Education**

* Lancaster High School August 2007- June 2011 Graduated Top 10% of my class

Major-General Studies

* Cedar Valley College August 2011- May 2013

Major-Business Administration

Minor-Nurse