

Madian Torres

Dedicated, hard-working professional looking to obtain a position that will enhance my professional skills in a dynamic and stable workplace



madianbtorres@gmail.com



6106057934



293 Shawmont Ave,
Philadelphia, PA 19128 ,
United States

SKILLS

Communication

Customer Service

Payroll

Organization

Client Management

Business Administration

Sales

Finance

Time Management

Scheduling

LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Native or Bilingual Proficiency

Portuguese

Full Professional Proficiency

WORK EXPERIENCE

Client Closing Specialist

Avenue 365/NewRez

05/2020 - Present

Fort Washington, PA

Achievements/Tasks

- Act as a liaison between clients including loan officers and borrowers to help facilitate financial settlements.
- Set closing times with customers and secure notaries for scheduled closings or conduct closings personally as needed.
- Confirm details for final check prior to closing including items such as taxes, premium, endorsement, vesting and all other checklist items.
- Create CD/ALTA settlement statements for closing packages, make all necessary changes for final lender approval, and send to external notary/closer.
- Review title commitments for vesting and requirements to be satisfied.
- Partner with outside vendors and QC CD/ALTA guidelines for final approval.

Business Administrator

Professional Cleaning Service

10/2012 - 05/2020

Greater Philadelphia Area

Achievements/Tasks

- Successfully operated a professional cleaning service for both residential and business consumers
- Provided exceptional customer service daily to maintain a customer base of 35-45 clients annually
- Oversaw a team of three employees - providing training, payroll distribution, and supplying resources for cleaning services
- Conducted bookkeeping services, prepared client invoices, managed inventory, and promoted products and services accordingly
- Created a client schedule and executed services in a timely manner
- Promoted products and services to grow clientele and expand new business

Customer Service Representative

Cable & Wireless

10/2011 - 10/2012

Panama

Achievements/Tasks

- Responsible for troubleshooting issues and providing customer service support
- Established and negotiated price and details with clientele to ensure satisfaction and generation profit
- Participated in marketing strategies to produce new business, promote Cable & Wireless brand, and boost sales in a competitive wireless industry

EDUCATION

Bachelors of Science, Finance

West Chester University

05/2019

West Chester, PA