

ADMINISTRATIVE ASSISTANT/HR ASSISTANT (TEMP)

Summary

Committed and motivated Administrative Assistant with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Energetic, results-oriented team-player eager to bring strong administrative skills to a growing company in need of top-level support.

Highlights

- Quickbooks
- MAS500
- Lending Space
- Encompass
- Microsoft Word
- Microsoft Excel
- Schedule management
- Problem resolution
- Self-starter
- Deadline-oriented
- Travel administration
- Microsoft Office
- Spreadsheet development
- Report analysis
- Staff motivation
- Employee training and development

Accomplishments

Administration

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

Training

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

Planning

- Arranged, scheduled and coordinated all logistics and travel itineraries for staff of 10 employees.
- Ensured staff was equipped with all necessary supplies and collateral for long distance travel.

Calendaring

- Planned all meetings and travel for CEO.

Scheduling

- Facilitated onboarding of new employees by scheduling training, answering questions and processing paperwork.

Multitasking

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

Data Organization

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

Scheduling

- Managed daily schedules and sales leads for all Sr. and Jr. Loan Officers.

Experience

Marcus And Millichap July 2014 to September 2014 Administrative Assistant/HR Assistant (Temp)
Cincinnati, OH

- Ordering supplies and helping the human resource department.
- Monitor time cards for payroll
- Preparing bulk mailing
- Preparing packets for new hire.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Provided support for CEO and sales team in managing operation work flow.

Marcus And Millichap March 2014 to April 2014 Transaction Coordinator
Detroit , MI

- Assisting a Mortgage Loan Originator.
- Keep all active loan files organized and track them for status
- Monitor the status of each file and ensure accurate and efficient processing through closing
- Review files to ensure completeness, accuracy and compliance prior to submission to processing Prepare and deliver all disclosures as required by RESPA, TILA, Reg.B, Reg.Z etc.
- Train Mortgage Loan Originators to be efficient with Encompass
- Call potential clients to pre-approve for mortgage loan
- Communicate with the seller and buyers
- Realtors Review Appraisal for lender requirements.

Xanterra Parks & Resorts May 2013 to March 2014 Transaction Coordinator
Williams , AZ

- Assisting two Mortgage Loan Originator.
- Organize and track all active loans Monitor the status of each file and ensure accurate and efficient processing through closing
- Reviewing files to ensure completeness, accuracy and compliance prior to submission to processing
- Prepare and deliver all disclosures as required by RESPA, TILA, Reg. B, Reg. Z etc.
- Train Mortgage Loan Originators to be efficient with Encompass
- Call potential clients to pre-approve for mortgage loan
- Communicate with the seller and buyers.

The Processing Center January 2012 to April 2013 Sales Agent
City , STATE

- Informing and enrolling clients into the debt resolution program.
- Take incoming calls and explain the program to them
- Help enroll clients by taking application and transferring clients to law firm
- Mail packets to clients for their review, sign and return for processing.
- Follow up calls with clients.

Morgan Drexen January 2008 to January 2012 Lead Settlement Processor/Executive Assistant
City , STATE

- Assistant to the owner of the company.
- Coordinated all department functions for team of 4 employees.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Verified and logged in deadlines for responding to daily inquiries.
- A timely and accurate balancing of settlements and disbursements, processing and balancing loans.
- Process and review settlements
- Train new hires Lead a team of 4
- FedEx, ten key, filing, light phones
- Printing settlement checks using Quickbooks and MAS500.

Bank Of America March 2007 to January 2008 Closer (Temp)
City , STATE

- Responsible for processing and balancing loans.
- Review the loans before contacting the client/broker
- Contact the client/broker to review the terms with them and then sent out documents
- Contact the banking center to confirm signing was completed
- Review loans, A/P, create and process documents.

BNC Mortgage December 2003 to February 2006 Funding Audit
City , STATE

- Responsible for overall operation of collaterals.
- Making sure all collaterals are completed, signed off and sent out in a timely manner.
- Confirming the documents matched the database on a daily bases.

- Confirm disbursement of funds, date of recording and instruments numbers of records.

National Consumer Council June 2002 to May 2004 Administrative Assistant/Settlement Processor/Collector
City , STATE

- Coordinated all department functions for team of 4 employees.
- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Verified and logged in deadlines for responding to daily inquiries.
- A timely and accurate balancing of settlements and disbursements, processing and balancing loans.
- Trained and supervised a team of 3.
- Processed settlements.
- File, data entry, ten key, light phones and copies.

Education

Cypress High School 2001 High school graduate City , State

Skills

10-Key, Account Management, Active Learning, Calendaring, Client Relations, Computer Proficiency, Coordination, Creative Problem Solving, Critical Thinking, Customer Needs Assessment, Customer Service, Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, Lotus Notes, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Minute Taking, Multi-Task Management, Organizational Skills, Prioritization, Proofreading, Reading Comprehension, Report Transcription, Research, Scheduling, Service Orientation, Speaking, Spreadsheets, Telephone Skills, Time Management, Travel Arrangements, Travel Booking, Travel Planning, Type [X] WPM, Typing, Vendor Management, Writing