

## **MATTHEW HABBO**

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### **WORK EXPERIENCE**

#### **Rocket Pro TPO**

**Account Executive** June 2020 – April 2021

- Create and maintain relationships between Rocket Pro TPO and independent mortgage brokers.

**Senior Underwriter** April 2021 – Present

- Evaluates risk based on client mortgage application.
  - Reviews credit, income and property.

#### **People Driven Credit Union (Southfield, MI)**

**Assistant Call Center Manager** Dec 2019 - June 2020

- Duties include but not limited to setting meetings with staff, training staff, reviewing calls for call quality purposes and coaching individuals to identify cross sale opportunities.

**Remote Services Coordinator** April 2018 – December 2019

- Working independently to perform and troubleshoot member issues with online banking, bill pay, etc.
- Participate in marketing strategies to increase use of remote services, implementing policies and procedures in accordance with legal requirements.
- Make supervisory on spot decisions.
- Involved with core system conversion from XP2 to Symitar Episys

**Call Center Representative/Float MSR** April 2016- April 2018 (previously held positions began in 2013)

- Resolve member requests efficiently over the phone.
- Assist members with bill pay/online banking issues, stop payments, transfer of funds and check withdrawal requests.
- Loan application processing.
- Effectively handling member service, teller and/or call center duties as needed at corporate office.

#### **Quicken Loans, Detroit, MI**

**Mortgage Banker** 2012, April-October

### **EDUCATION**

Oakland Community College, Oakland University (2008-2011)

No degree obtained

**High School Diploma**

Oak Park High School (2008)