

Molly Madden

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Education

August 2008 - June 2012	Tertiary	Crafton Hills College	(Yucaipa, California)
August 2003 - June 2007	Secondary	Yucaipa High School	(Yucaipa, California)

Employment history

Nov 2017 – Aug 2019

Brand Specialist

Paccar Financial Pty Ltd (Bayswater, VIC)

- Provide administrative support to an interstate sales team specialising in Paccar Australia brand products.
- Prepare accurate loan documentation, following transaction through from initial invoicing to cashing and delivery.
- Conduct daily loan processing, ensure transactions are in compliance with internal policy and lending legislation.
- Coordination of timely vehicle delivery between dealerships and customers.
- Robust relationship management with internal and key external stakeholders.
- Reconciliation of cash and bank accounts.

May 2016 – November 2017

Victorian Exchange Administrator

Homesafe Solutions Pty Ltd by Bendigo and Adelaide Bank (Melbourne, VIC)

- Provide administrative support to a Victorian sales team specialising in the Homesafe Equity Release product.
- Prepare detailed letters of offer for customers; prepare and send thorough instructions to Homesafe solicitors.
- Ensure timely communication of information necessary for exchange within a 30 day turnaround time.
- Review and prepare accurate reports to provide to the managing director and Homesafe investors.
- Coordinate interactions between valuers, clients, consultants, and legal representation.
- Self manage portfolio of 60+ active files from customer enquiry to settlement.

January 2015 – October 2015

Post Settlement Specialist

Mountain West Financial Inc. Mortgage Lenders (Redlands, California)

- Coordinate delivery of home loans originated by Mountain West Financial that were on-sold to investing lenders.
- Board loans to Mountain West Loan Servicing Platform, Investor Selling System or Other Servicers' Platforms.
- Audit final documents and clear exceptions; identify and manage any necessary modifications.
- Liaise between MWF and external stakeholders to ensure compliance and accuracy.
- Track and obtain outstanding final documents to avoid late deliveries and penalties.
- Audit accounts to ensure critical documents are accurate and complete.

January 2014 – January 2015

Gap year travelling throughout Australia

June 2008 – January 2014

General Services Worker II - Admin

County of San Bernardino Regional Parks Department (San Bernardino, California)

- Lead preparation of all communications, file management and record maintenance. Improved processes regarding filing and record keeping by suggesting and implementing a paperless system that is still currently in use today.
- Provide excellent customer service both in person and over the phone.
- Answering, screening & directing calls; general reception desk support.
- Ordering supplies, monitoring stock levels, and maintaining inventory

Additional Information

Total ease using all MS Office Suite applications; Advanced user of Word, Outlook, Powerpoint.
Intermediate/Proficient user of Access and Excel.

Professional Training

Completed 21 June 2018	Introduction to SQL using MySQL	Holmesglen (Chadstone)
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