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# Experience

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| January 2022 – December 2022Encompass Application Support Analyst,Evansville Teacher’s Federal Credit Union (now Liberty Federal Credit Union) Provided support for mortgage department users through a ticketing system. Supported software including ICE mortgage technologies such as Encompass and Velocify. Other software includes Equifax, Optimal Blue, and Lenderlink. Helped to manage end users and their accounts. Worked on projects to help improve the various software. January 2021 – January 2022Technology Specialist, Evansville Teacher’s Federal Credit Union Provided basic help desk support to all credit union employees through a ticketing system regarding software and equipment. Duties also include participating in the technology builds of new branches, assisting in the infrastructure needs of the branches in the Louisville area, and providing support to the facilities department at the Louisville branches. Provided support for basic Encompass support tickets. |
| July 2019 – January 2021Mortgage Loan Processing Assistant, Liberty Financial, a Division of ETFCU Assisted in collecting documents from clients and reviewing mortgage files for accuracy. Ordered documents and corresponded with title companies, appraisal management companies, employers for employment verification, insurance companies, etc. Ensured closings took place on time by not only clearing processing and underwriting conditions on each file, but by also managing time frames based on given closing dates. Answered client’s questions and helped in troubleshooting the signing of mortgage loan disclosures. Continued to provide clients with a stress-free and timely loan process while providing above and beyond customer service. January 2017 – July 2019Loan Originator Assistant, First Community Mortgage Assisted in all aspects of the mortgage loan process including pulling credit reports, input of purchase contract from buyer, collection of all initial documents, requesting of verifications of employment, homeowner’s Insurance, appraisals, and title work. Helped clients in troubleshooting the signing of e-disclosures within Simple Nexus application. After conditional approval, collected documents for resubmission. Efficiently managed time and provided a stress-free process for clients through positive and responsive customer service. July-December 2016Driver / Guard, Dunbar Security Solutions A security systems and protective services company specializing in asset protection. Created a safe environment as a security professional in transporting cash, coin, and valuables for a variety of clients and electronically logged all incoming and outgoing cash. |

# Education

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| DECEMBER 2022 - presentFullStack Software Engineering Immersive, General ASsembly Remote 12-week frontend and backend bootcamp 2021Second Degree Bachelor oF Science, University of Maryland – Global Campus Major: Computer Networking and Cyber Security |
| 2016Bachelor of Arts and SciencE, University of South Carolina Major: Criminology | Minor Spanish  Member of Lambda Chi Alpha  Graduated with 3.5 GPA, Cum Laude |
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