

Robby Hill

Los Angeles Metropolitan Area



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Experience



Staff Premier Support Engineer

ICE Mortgage Technology

Mar 2021 - Present (9 months +)



Sr. Premier Support Engineer

ICE Mortgage Technology

Sep 2020 - Present (1 year 3 months +)



Senior Customer Success Engineer

Ellie Mae

Jan 2019 - Present (2 years 11 months +)



Sr. Technical Support Engineer

Ellie Mae

Apr 2018 - Present (3 years 8 months +)

- Leverage technical expertise to assist clients and Tier 1 Support Analyst' in the use of Ellie Mae software solutions.
- Resolve complex problems in a timely manner with minimal assistance for 95% of all cases assigned.
- Drive service level attainment to departmental standards.
- Strive for timely resolution, balancing completeness of resolution and quality of service.
- Recognize and respond accordingly to systemic customer and company-impacting problems.
- Participate in the product defect/enhancement closed loop process by accurately identifying defects and enhancements, and communicating status updates to the client.
- Act as a subject matter expert to review product issue and enhancement requests for detail and feasibility before submission to product management.
- Understand and follow company and departmental guidelines and policies for customer interaction.
- Maintain and promote consistent behaviors and delivery across the team.
- Manage case backlog to department standards.
- Act as a mentor to Tier 1 level analyst'.
- Author and drive the use of knowledge articles for internal and external users.
- Thoroughly and accurately document details of all client interactions in CRM system



Technical Support Team Lead

Ellie Mae

Jun 2017 - Apr 2018 (11 months)

Primary Responsibilities & Objectives:

- * Oversees daily scheduling of Product Support Analysts for optimal levels of coverage across all inbound support communications channels
- * Case load balancing where needed to provide prompt resolution to issues submitted
- * Identify trends in product quality and escalate through the standard process
- * Manage customer escalations as necessary
- * Act as a mentor and job coach to team members as necessary
- * Monitor metrics for case backlog, case aging, and total case volume per specialist
- * Monitor and drive overall case quality
- * Drive closed loop process for timely status communication on product defects
- * Participate in department level incident management process
- * Execute on assigned project deliverables
- * Author and drive use of knowledge articles as a principle information resource
- * Administer specialist time and attendance



Product Support Analyst

Ellie Mae

Jun 2016 - Jun 2017 (1 year 1 month)

Primary Duties And Responsibilities:

Leverage technical expertise to assist clients in the use of their Encompass Banker and Broker Editions as well as the Encompass Product and Pricing software.

Resolve problems in a timely manner with minimal assistance for 85% of all cases assigned
Drive service level attainment to departmental standards

Strive for first-call resolution, balancing completeness of resolution and quality of service while maintaining appropriate technical escalation rates

Recognize and respond accordingly to systemic customer-impacting problems

Participate in the product defect/enhancement closed loop process by accurately identifying defects and enhancements, and communicating status updates to the client

Understand and follow company and departmental guidelines and policies for customer interaction

Maintain and promote consistent behaviors and delivery across the team
Manage case backlog to departmental standards

Effectively use knowledge base, along with all resources available to drive resolution



Lock Desk Analyst

First Liberty Bank

Jan 2016 - Jun 2016 (6 months)

Managed the Rate Locking Process with multiple investors. Client Admin on Loan Pricing Software.

Managed company Profit Margins, Lock Requests, and Lock Extensions.



Jr Loan Processor

Great Plains National Bank

Aug 2014 - Jan 2016 (1 year 6 months)

Assisted with the processing home loans from Origination through Closing.

Licenses & Certifications



Encompass Certified Administrator - Ellie Mae



Support Center Analyst - HDI



Support Center Team Lead - HDI

Skills

Encompass • Encompass Product and Pricing • Mortgage Lending • Secondary Mortgage Market • Problem Management • Multitasking • Loan Origination Software • HTML • JavaScript