

Tyrone J. Parks

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EMPLOYMENT EXPERIENCE

Freedom Mortgage Mount Laurel, NJ

October 2015 – Present

Customer Advocate Support Specialist Team Leader

- Provide coaching to team members.
- Supervise team members.
- Run reports related to members on my team.
- All of the duties listed for the Customer Advocate Support Specialist role.

Closing Recovery

- Speak with borrowers to explain their closing disclosures.
- Schedule the closing date and time with the borrower.
- Work closely with the title companies to make sure the borrowers funds are disbursed on time.
- Work closely with the customer advocates and loan officers to make corrections for the borrowers prior to closing.
- Resolve post-closing issues and questions.

Customer Advocate Support Specialist

- Assist customers with the processing of their loans.
- Correspond via email and telephone to customers to get their loan closed.
- Loan processor training completed.
- Customer advocate training completed.

CSR II

- Perform team leader duties for assigned CSR team.
- Manage the LONA email box to connect customers with loan advisors.
- Train and advised new hires on outbound campaigns one on one.
- Train CSR I's on managing the LONA box, and improving their overall performance.
- Supervised a group of ten fast trackers on learning and understanding CSR duties.
- Supervised a group of thirty new hires on learning and understanding CSR duties.
- Completed training for CSR III and Team Leader position.
- Perform all CSR I duties.

CSR I

- Dial customers to transfer to a loan advisor for a refinance.
- Transfer inbound calls to the appropriate department.
- Send emails to schedule call backs for customers.
- Gained knowledge of FHA, VA, and conventional home mortgages.

Comcast Warehouse Thorofare, NJ

June 2015 – Aug. 2015

Shrink Wrapper

- Clean and shrink wrap 700+ cable boxes daily
- Box cable boxes and put them on pallets.
- Take pallets to shipping department and store them
- Make boxes and maintain work area.
- Complete paper work for specific orders per location request

Northland Group Inc., Thorofare, NJ

Oct. 2014 – June 2015

Call Center Agent

- Assist individuals in making smart decisions to resolve their financial debts.
- Provide support and encouragement to individuals by providing options to fit their income and resolve their matter.
- Answer the phones and make phone calls for my clients to their customers.
- Collect payments from customers.

- Meet a monthly goal each month.
 - Help mentor newly hired collectors
- Accounts Receivable Management, Thorofare, NJ Jan. 2014 – Sept. 2014
- Debt Collector**
- Assist individuals in making smart decisions to resolve their financial debts.
 - Provide support and encouragement to individuals by providing options to fit their income and resolve their matter.
 - Answer the phones and make phone calls for my clients to their customers.
 - Collect payments from customers.
 - Meet a monthly goal each month.
 - Help mentor newly hired collectors
- MRS BPO LLC INC Cherry Hill, NJ Feb. 2013 – Aug. 2013
- Debt Collector**
- Receive incoming calls and resolve customer financial problems.
 - Make phone calls for my clients to customers.
 - Collect payments from customers.
 - Meet a monthly goal each month.
 - Provide support and encouragement to customers by providing options to fit their income and resolve their matter.
- Profession Recovery Services Voorhees, NJ Dec. 2011- Aug. 2012
- Debt Collector**
- Assist individuals in making smart decisions to resolve their financial debts.
 - Provide support and encouragement to individuals by providing options to fit their income and resolve their matter.
 - Answer the phones and make phone calls for my clients to their customers.
 - Collect payments from customers.
 - Meet a monthly goal each month.
- SRA Associates Hi-Nella, NJ Oct. 2009 – Nov. 2011
- Debt Collector**
- Assist individuals in making smart decisions to resolve their financial debts.
 - Answer the phones and make phone calls for my clients to their customers.
 - Meet a monthly goal each month.
 - Collect payments from customers.
 - Provide support and encouragement to individuals by providing options to fit their income and resolve their matter.

SKILLS

- Computer skills (Microsoft office, internet, FACS, DACS, and CUBS software)
- Comfortable working as a part of a team or independently.
- Good listener with skills to help figure out financial solutions.
- Great with all electronics.
- Customer service.
- Can make and answer many phone calls throughout the day.

EDUCATION

- University of Pennsylvania** Jan. 2019 – June 2019
Coding Bootcamp
Full Stack Web Development
- Berkeley College, West Paterson NJ** Sept. 2007-Dec. 2008
Business Administration
Accounting Courses
Computer Software Courses
- Pennsauken High School, Pennsauken, NJ** June 2007

