# Wismy Seide

Business Application Associate / Encompass Administrator

Email Me (973) 979-8472 Union, NJ 07083 Portfolio LinkedIn

#### **EXPERIENCE**

#### Homebridge Financial Services, Iselin, NJ

Business Applications Associate

JUNE 2017 - PRESENT

- Administer Ellie Mae Encompass, Blitz Docs, BlueSage and other multiple applications
- Manage, update, resolve over 500 Help Desk tickets per month
- Coordinate with multiple departments to assess performance and provide resolution to user inquiries and issues
- Performed remote and onsite analysis, diagnosis, and resolution of software
- Assist in Team Lead responsibilities in the absence of Team Lead

#### American Financial Resources, Parsippany, NJ

Disclosure Specialist Team Lead

JUNE 2012 - JUNE 2017

- Compile and analyze operational trends to be responsible for all additional tasks and assignments
- Lead individual projects and work groups that would be presented to COO and CEO
- Obtain documents and loan information for application review
- Maintain strong relationships with over 500 clients to ease future loan submissions
- Ensure loan applications followed state and federal guidelines for mortgages
- Lead team meetings as well reviewed
- Helped develop and implement technology into the mortgage process for clients

### Express Employment Professionals, Parsippany, NJ

Loan Officer Assistant

OCTOBER 2011 - APRIL 2012

- Leveraged extensive communication skills in gathering client conditions, assembling files, reviewing appraisals, securing documents, and reviewing fees on closing statement
- Responsible for handling sales calls and producing product information to potential customers
- Consistently ensure loan compliance with mortgage lending laws and regulations
- Cultivated productive relationships with clients, realtors and title/escrow officers to increase profits and expand customer base
- Utilized extensive understanding of real estate appraisals, title reports, and real estate transactions in educating clients of the mortgage process and loan procedures
- Conducted comprehensive analysis of client financial/credit data to determine level of risk

#### **EDUCATION**

## William Paterson University Wayne, NI

B.S. in Business Administration
Minor: Professional Sales

SEPTEMBER 2006 - MAY 2011

#### **Rutgers University**

Somerset, NJ Coding Bootcamp AUGUST 2019 - FEBRUARY 2020

#### NJIT

Newark, NJ M.S. Information Systems JANUARY 2020 - PRESENT

#### **SKILLS**

- Ellie Mae Encompass Administrator
- BlitzDocs Administrator
- BlueSage Administrator
- Kayako / ZenDesk
- JIRA
- LogMeIn
- MicrosoftOffice
- Software Release Management
- Mac OS
- Windows 7
- Windows 10
- SCRUM
- System Administration
- Mortgage loan analysis
- HTML, CSS, Bootstrap, JavaScript, jQuery, Node.js, Responsive Design, MySQL, MongoDB, Handlebars, Cookies, Local Storage, MERN, React.js, GitHub Pages, Heroku, and Git