

# Wismy Seide

Business Application Associate / Encompass Administrator

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[Portfolio](#)  
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## 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, NJ

*B.S. in Business Administration*

*Minor: Professional Sales*

SEPTEMBER 2006 – MAY 2011

### **Rutgers University** Somerset, NJ

*Coding Bootcamp*

AUGUST 2019 - FEBRUARY 2020

## SKILLS

– Ellie Mae Encompass Administrator  
– BlitzDocs Administrator  
– BlueSage Administrator  
– Kayako / ZenDesk  
– JIRA  
– LogMeIn  
– Microsoft Office  
– 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