# 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, NJ
*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
– 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