

ROBERT SMITH

Closing Manager I

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Experienced customer service representative bringing dedication, eagerness, and remarkable work ethic. Trained in stocking and maintaining the volume of product. Always ambitious to work and create the most enjoyable experience for customers and employees alike. Valuable problem solving skills during high stress situations.

EXPERIENCE

Closing Manager I

ABC Corporation - SEPTEMBER 1998 - DECEMBER 2009

- Managed closing department to ensure that all closing functions were completed according to program specific and investor guidelines and within the required time frame.
- Researched new investors and issued company guidelines regarding their requirements.
- Set investors up in LOS system and created templates customized to their specific documentation needs.
- Assisted processors and shippers on any pre-closing or post-closing issues with respect to underwriting, investors and title companies.
- Verified that all loans were closed within compliance and that they were following all respa and HMDA guidelines.
- Responsible for making sure company followed investor and agency guidelines for all product types (Conventional, FHA, VA, USDA and various bond programs).
- Served as company administrator for the FHA Connection.

Closing Manager

Waldbaum's Supermarket - 1995 - 1998

- Responsible for management of store operations.
- Responsible for the supervision of staff.
- Taking care of all the alarm systems.
- Handling money management and implementation of safety procedures.
- Responsibly supervised all departments to ensure customer needs are being met.
- Responsibly providing superior customer service.
- Taking care of breakdown of heavy pallets on daily basis..

EDUCATION

- - (High School - Burnsville, MN)

SKILLS

Word perfect, excel, corel draw, problem solving, customer relations, Customer Service, cas, Cash Register.