Robert Smith

Document Processor/Executive

CONTACT DETAILS

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PERSONAL STATEMENT

Experienced social worker seeking to acquire a position working in a professional environment that will enable me to use exceptional and unique communication skills, interpersonal talents, and personal integrity.

WORK EXPERIENCE

Document Processor/Executive

ABC Corporation - 2008 – 2012

Responsibilities:

- Assisted with in-house customers by providing excellent customer service in regards to inquiries of documentation and information regarding specific part numbers or units.
- Processed, monitored, and filed document change authorizations as well as applied process improvement to the Document Change Authorization (DCA) processing thereby accelerating process turnaround time.
- Entered, reviewed, and processed engineering change requests as well as applied process improvement modifications that led up to a faster turnaround time for change requests.
- Updated spreadsheets, databases, and procedures with current document revisions.
- Aided in the process of document change authorizations and the document change requests.
- Served as point of contact for updating/transmitting and obtaining documents pertaining to the Seattle and Prescott sites.
- Hosted conference calls and meetings to suggest and follow up with new processes and procedures to ensure goals were met.

Document Processor

ABC Corporation - 2007 – 2008

Responsibilities:

- Vendor Approval Set up Request and Review Title Documents for example Closing Protection Letter, Wiring Instructions, and the Title Commitment Ensure that the vendor name matches on both the CPO and wiring instructions Compare loan number and signatures.
- Mortgage Resolution Specialist I - Bank of America Home Loans - Fort Worth, TX May 2014 to January 2015 Assures the best coordination of each case.
- Proficient in the default processes.
- Setting up and creating cases in LPS, CMS, and CT Advantage.
- Works successfully with internal and external counsel to resolve low to mid risk mortgage litigation cases and handles contested foreclosure files.
- Investigates title issues and documents.
- Worked with Ginnie Mae, Freddie Mac, Fannie Mae, VA, FHA, HUD in regards to investor guidelines and staying within compliance..

SKILLS

Microsoft Office.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Bachelors of Science in Criminal Justice - 2008(Colorado Technical University)

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