

ROBERT SMITH

Document Retrieval Specialist

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Perceptive and amiable self-starter with an assorted work history seeking to steer prior success into a position that requires challenging goals. Excel as a team member in a setting that rewards hard-work, and strong capabilities.

EXPERIENCE

Document Retrieval Specialist

ABC Corporation - 2012 - 2012

- Reviewed foreclosed loan files, using Quality Checklists to stack in order as instructed according to standards set forth regarding the accuracy, and production.
- Maintained and/or update my knowledge of various loan regulations and types per our clientele's needs and/or request.
- Thoroughly analyzed completeness and correctness of documents in mortgage loan file before submitting for review.
- Consistently chosen to train new hire employees on user interface that requires each new employee to perform their job duties.
- Trained courses on how to become a better salesperson by knowing and loving the product you are selling.
- Entered viewable and non-viewable updates into the ABI computer system to document all conversations with custodians, all progress of orders, and all tracking of orders.
- Provided professional customer service to clients and providers.

Document Retrieval Specialist

Delta Corporation - 2007 - 2012

- Gathered documents needed for workout options from clients, daily faxing, scanning, speaking with clients, collecting payments
Highlights of .
- Responsible for a specific group of loans, and all attempts to contact clients on those loans Checked filenet for document status and walk the .
- Responsible for routing all completed packages to fulfillment through appropriate coding.
- Provide timely and efficient service to all clients while paying attention to detail and staying abreast of changes with clients, firms and internally.
- Retrieve documents from clients/lender and provide to attorneys for FC/BK actions Review documents for accuracy retrieved via efax or client imaging .
- Performed risk assessments and audits.
- Followed up with vendors and kept the clients abreast.



EDUCATION

- GED
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SKILLS

Customer Service, Mortgage, Loss Prevention, Sales.