

ROBERT SMITH

Documentation Analyst

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seeks to have a career serving the public in a positive manner creating memorable experiences while serving the goals of the company and sharing knowledge and experience in customer service with a team of employees.

CORE COMPETENCIES

Microsoft Office, Outlook, Staffing, Scheduling.

PROFESSIONAL EXPERIENCE

Documentation Analyst

ABC Corporation - November 2005 – May 2014

Key Deliverables:

- Used independent analysis and exercise judgment to determine if applicable standards are met.
- Identify contract package irregularities, utilize available resources for resolution.
- Communicated relevant issues to the appropriate loan officer and escalate discrepancies.
- Gathered, assemble, and verify customer/loan information through interview processes.
- Negotiated account settlements account credit reviews working with confidential data.
- Proactive investigative techniques and procedures with customers directly.
- Collections Portfolio Specialist with leadership to facilitate and train new hires.

Documentation Analyst

Delta Corporation - 2002 – 2005

Key Deliverables:

- Duties Included Ensuring deadlines are met on a continuous basis for Remediation project; Proofreading all validation documents written by .
- Salomon Brothers General Services Manager Tampa, FL.
- Draft interest rate swap confirmations and coordinate, assign and review all firm trades done in Singapore.
- Responsible for reviewing, verifying, editing, and monitoring completeness of loan documentation.
- Researched and processed moderately complex account changes, including deferments, forbearances, payment histories and enrollment changes.
- Processed document returns and denials utilizing workflow queues.
- Assisted in training and mentoring new co-workers on company policies and procedures.

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EDUCATION

Bachelor Of Arts In Human Development - (California State University San Marcos
- San Marcos, CA)

