



HARPER LEWIS

Home Preservation Specialist

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PROFESSIONAL SUMMARY

Skilled Home Preservation Specialist with two years of experience in loss mitigation and customer relations. Expertise in guiding clients through loan modification processes and ensuring all documentation is accurate and compliant. Focused on enhancing borrower satisfaction while effectively managing workout packages to support financial stability.

WORK EXPERIENCE

Home Preservation Specialist 📅 Apr / 2024-Ongoing
Quantum Solutions LLC 📍 Phoenix, AZ

- 1. Acted as the primary liaison for customers during the loan modification review process, ensuring clear communication and support.
- 2. Engaged with clients through various channels including phone, email, and in-person meetings to address inquiries and provide assistance.
- 3. Collaborated with major investors such as FNMA, Freddie Mac, and FHA to secure favorable outcomes for clients.
- 4. Guided customers in compiling necessary documentation for loan modification submissions, ensuring compliance with all requirements.
- 5. Monitored and tracked customer documentation to facilitate timely processing of workout options.
- 6. Provided comprehensive follow-up to clients, ensuring they were informed throughout the modification process.
- 7. Participated in training sessions to enhance knowledge of industry regulations and best practices.

Home Preservation Specialist 📅 Apr / 2023-Apr / 2024
Summit Peak Industries 📍 Denver, CO

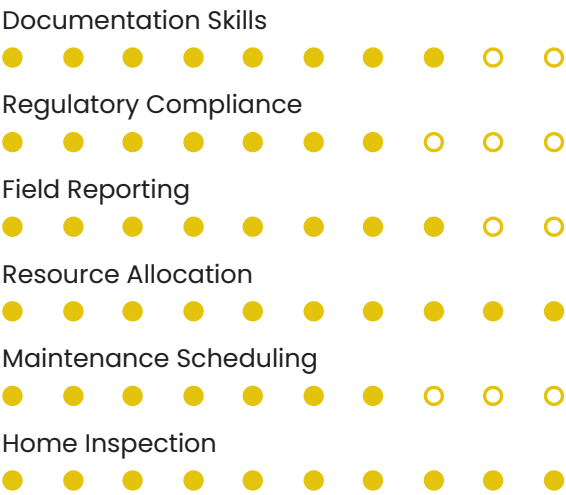
- 1. Wells Fargo Home Mortgage, Division of Wells Fargo Bank - West Des Moines, IA - February 2015 to May 2016
- 2. Analyzed borrowers' financial situations and recommended appropriate loan modification options to resolve delinquencies.
- 3. Communicated effectively with clients via telephone, ensuring their concerns were addressed promptly.
- 4. Maintained detailed records of client interactions and documentation for loan modification reviews.
- 5. Assisted in the identification and resolution of issues that could impact the loan modification process.
- 6. Recognized with multiple accolades for outstanding customer service and dedication to client success.

EDUCATION

Bachelor of Arts in Business Administration 📅 Apr / 2022 - Apr / 2023
University of Iowa 📍 Toronto, ON

Focused on financial services and customer relationship management.

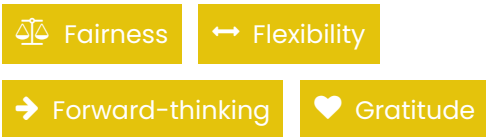
SKILLS



INTERESTS

- Gaming
- Fashion
- Film
- Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Successfully processed over 100 loan modifications, increasing customer retention by 30%.
- Achieved a 95% approval rate for workout packages submitted to underwriting.
- Enhanced customer satisfaction scores by 20% through effective communication and support.