



LIAM ANDERSON

Jr. Home Retention Specialist

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Mortgage Workout Solutions



Client Relationship Management



Customer Relationship Management



Data Analysis and Reporting



Conflict Resolution Skills



🎯 INTERESTS

🔭 Astronomy

🧘 Yoga

📷 Photography

🤿 Scuba Diving

👊 STRENGTHS

🛡 Courage

👍 Confidence

👁 Insightfulness

🏆 Competitiveness

🗣 LANGUAGES



English



Italian



Japanese

🌟 ACHIEVEMENTS

★ Successfully reduced delinquency rates by 15% through proactive outreach and tailored assistance programs.

★ Implemented a customer feedback system improving service satisfaction scores by 20%.

👤 PROFESSIONAL SUMMARY

Customer-focused professional with 5 years of experience in home retention and client relations. Skilled in assessing homeowner needs and implementing effective solutions to prevent foreclosure. Committed to fostering loyalty and ensuring customer satisfaction through proactive communication and tailored assistance.

💼 WORK EXPERIENCE

Jr. Home Retention Specialist

📅 Jun / 2022-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Delivered exceptional customer service while managing high-volume inquiries in a fast-paced environment.
2. Engaged with clients to understand their needs and provide tailored solutions.
3. Maintained compliance with all regulatory requirements while assisting clients.
4. Trained and mentored new staff to uphold service standards.
5. Utilized CRM software to track customer interactions and follow-ups.
6. Collaborated with team members to optimize operational processes.
7. Resolved customer complaints effectively, ensuring a positive experience.

Home Retention Specialist

📅 Jun / 2020-Jun / 2022

Silver Lake Enterprises

📍 Seattle, WA

1. Managed inbound and outbound calls for mortgage account inquiries and collections.
2. Assisted homeowners facing default by providing information on options like loan modifications and repayment plans.
3. Reviewed accounts to determine suitable workout options for distressed homeowners.
4. Guided clients through the loan modification process, ensuring understanding of terms.
5. Utilized multiple software applications to document interactions and manage cases.
6. Provided support to clients in understanding their financial obligations and options.

🎓 EDUCATION

Bachelor of Science in Business Administration

📅 Jun / 2018 - Jun / 2020

University of California

📍 Chicago, IL

Focused on finance and customer relations.