

# ETHAN MARTINEZ

### **Loss Mitigation Manager**

### **PROFESSIONAL SUMMARY**

Results-oriented Loss Mitigation Manager with 7 years of experience in mortgage banking and risk management. Specializes in designing strategic loss mitigation solutions that effectively minimize financial risks while ensuring compliance with all regulations. A proven leader with a talent for enhancing team performance and operational processes, dedicated to delivering exceptional client outcomes.



### WORK EXPERIENCE

#### **Loss Mitigation Manager**

Apr / 2020-Ongoing

### Blue Sky Innovations

Thicago, IL

- 1. Oversaw asset liquidation and loss mitigation efforts for nonperforming residential properties in foreclosure.
- 2. Conducted comprehensive audits to ensure compliance with regulatory and lender guidelines.
- 3. Negotiated fees, terms, and settlements on liens, including first and second mortgages.
- 4. Drafted legal documents to halt or delay foreclosure actions while guiding clients through alternative solutions.
- 5. Facilitated mediation hearings and utilized legal systems to gather essential information for client cases.
- 6. Coordinated with property management and legal teams to enhance loss mitigation initiatives.
- 7. Reviewed appraisals and broker price opinions, ensuring corrective actions were taken to address deficiencies.

#### **Loss Mitigation Manager**

Apr / 2018-Apr / 2020

#### Cactus Creek Solutions

♣ Phoenix, AZ

- 1. Managed a team of customer service representatives, ensuring compliance with collections protocols.
- 2. Maintained strong relationships with borrowers, effectively resolving loan issues while promoting customer satisfaction.
- 3. Conducted interviews and performance evaluations for team members, enhancing team productivity.
- 4. Processed refund requests and coordinated with internal departments to address outstanding checks.
- 5. Recruited and trained staff for call center operations and loss mitigation initiatives.
- 6. Engaged with external vendors to streamline processes and ensure service quality.

#### **EDUCATION**

**Bachelor of Science in Business** Administration

Apr / 2016

Apr / 2018

University of Washington

Thicago, IL

Focused on finance and risk management principles.

**SKILLS** 

Foreclosure Prevention

www.qwikresume.com

(123) 456 7899

Los Angeles

8

Credit Analysis

Sales Skills

**Documentation Skills** 

9

**Quality Assurance** 

8

Adaptability

8



🛱 Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

**STRENGTHS** 

Stewardship



Tenacity



LANGUAGES





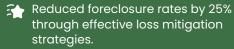


English

Swahili

Russian

## ACHIEVEMENTS



Successfully negotiated settlement terms on over 300 loan modifications, improving client retention.