

Mortgage Counselor

ROBERT SMITH

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Objective

Responsible for Communicating all information required by operating crew as well collaborate in maximizing load capacity with them, Dispatching all messages as required during pre and post flight.

Skills

Life And Health, Property And Casualty, Sales Force, NetX360, Albridge, SmartOffice.

Work Experience

Mortgage Counselor

ABC Corporation - July 2008 - March 2012

- Provided the best solution for at-risk homeowners by restructuring their mortgages to make them permanently affordable.
- Calculated income, prepares budgets, interviews potential clients and handles traditional loss mitigation workouts.
- Handled potential and existing customers inquiries, activated equipment, and provided technical assistance where needed.
- Monitored the status of an existing order followed up with a customer until all questions were answered or an issue is resolved.
- Helped people decide what types of products or services would best suit their needs, made changes or updates to a customers profile or account information.
- Made calls to debtors on past due accounts; helped debtors maintained a solid credit history through education on account management.
- Collected and reconciled debt via payment arrangements and settlements.

Mortgage Counselor

Delta Corporation - 2007 - 2008

- Included setting up new loan modifications for clients that defaulted on their mortgage loan, as well as setting foreclosure sale dates, and .
- Accounts per day 300 Conversion Rate 95%.
- Originate and process mortgage applications Attending closings for the HOP or other NHS products Coordinate, facilitate, and/or conduct training .
- Provided one-on-one counseling to families seeking home ownership for the purpose of personal budget and/or credit counseling.
- Assist in keeping statistics and data required by the agency to track successes and reporting purposes.
- Produce reports as requested.
- Reviewed and approved settlement statements for accuracy.

Education

GED