ROBERT SMITH

Mortgage Document Specialist

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

SUMMARY

Obtaining employment with a company that will provide an opportunity for advancement, where I can utilize my work experience towards a rewarding career.

CORE COMPETENCIES

Mortgage, Data entry, Customer service.

PROFESSIONAL EXPERIENCE

Mortgage Document Specialist

ABC Corporation - November 2014 – May 2015

Key Deliverables:

- Reviewed documentation, researched and tagged the loan number, route and pend the document.
- Routed to the appropriate department.
- Inserted all applicable data information into the system applications CIWI, AS400, LPS, ACCER, ILS, Service Director, Interact and Homebase.
- Handled high volumes of bankruptcy loan data entry with a high attention to detail with the loan-processing department workflow.
- Responsible for performing a variety of loan documentation duties on complex loan packages to ensure compliance with Company policies.
- Maintained a 98% Bank of America Quality Control Score and 97% Quality Control Score for Stewart Lending Services.
- Averaged 10 loans per hour exceeding the companys 8 loans per hour.

Mortgage Document Specialist

Delta Corporation - 2011 – 2014

Key Deliverables:

- Review mortgage paperwork for post closing department - Contact loan officers and borrowers for missing information.
- Outbound calls to title companies and attorneys for missing information on mortgage loans, performed research and verified balances on lien properties.
- Processed and updated notes for internal clients.
- Assisted and coordinated the retrieval of missing documents to deliver loans to investors for purchase, resolving exceptions, rejects and note errors.
- Worked closely with balloons and note addendums, VA assumptions alleges, FA alleges, CPI modification agreements, power of attorney, and assignments .
- First Citizens Bank is a full-service financial services institution founded in 1898 and recognized as one of the strongest and most stable US Banks.
- Providing excellent service in assisting 10+ Mortgage Loan Processors with third-party verification needs Managing.

2259 Oak Street, Old Forge, New York, 13420
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EDUCATION

- MS

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