ROBERT SMITH

Office Assistant II

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

SUMMARY

8+ years of experience as an Office Assistant. I am seeking a position where I can develop and excel while representing my employer. I am a reliable, loyal, and detail oriented individual who has the ambition to succeed in any given environment.

CORE COMPETENCIES

Administrative Support, Exceptional Customer Service, Supervisory, Microsoft Office, Excel & Word, Accounting, Data Entry, Telephone Etiquette, Organized, Strong Attention To Details, Excellent Communication, Filing, Time Management, Professional, Self-motivated, and Team Player.

PROFESSIONAL EXPERIENCE

Office Assistant II

ABC Corporation - December 2013 – Present

Key Deliverables:

- Managing to the schedule of appointments and routing for the sales team and customers.
- Working primarily with the home depot account and assist with majors leads.
- Answering phones, schedule appointments, take payments in person or over the phone, file job folders and invoices, scan, fax, and makes copies of documents as needed.
- Coordinating with multiple counties to set up final inspection on completed jobs.
- Creating folders for new jobs being sent to production, also making "red carpet" folders for our customers upon completion of their job.
- Providing administrative support to the supervisory staff and sales team as needed.
- Maintaining updated client records with plans, notes, appropriate forms, or related information.

Mortgage Support Assistant

ABC Corporation - September 2011 – November 2013

Key Deliverables:

- Assisted seasoned loan officers and mortgage processors/closers with processing follow-up functions such as ordering title work, ordering appraisals, updating homeowners insurance, verifying employment, verifying income, ordering 4506-ts (tax return documents), obtaining flood certificates, order payoffs for closing, red flag searches on accounts, pulling car authorizations and case numbers for FHA & VA loans, and putting together loan files.
- Received and responded to inquiries from members regarding their loan(s) as well as other parties.

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- Sent and ensured regulatory compliance was being achieved for initial disclosures by delivering documents in the required timeframe and updating the mortgage processing system with correct dates and fees.
- Prepared FedEx packages for delivery to members, title companies, and/or other parties.
- I was the designated MSA on the team to pay all VA appraisal invoices and order CBR supplements (credit reports).
- I provided administrative support to the supervisory staff and one on one training sessions with other MSAs needing assistance.
- Registered with the nationwide mortgage licensing system & Registry (NMLS).

EDUCATION

Diploma in Graphic Design - 1996(King's College - Charlotte, NC)High School Diploma in Art - 1994(West Charlotte High School - Charlotte, NC)Digital Media - (Central New Mexico Community College - Albuquerque, NM)

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