

# ROBERT SMITH

## Sr. Lead Operations Specialist

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

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### SUMMARY

10+ years of experience as an Operations Specialist. A talented real estate professional with a reputation for the ability to influence results; Exceptional in the aspects of resourceful thinking/problem solving, customer service and the financial features of operating a successful real estate business where its Principals seek to consistently achieve and surpass operating goals. Outstanding record of achievement leading to improved business processes.

### CORE COMPETENCIES

MLS Social Media, RFP, and Microsoft Office (Word, Excel, PowerPoint, Access, Project).

### PROFESSIONAL EXPERIENCE

#### Sr. Lead Operations Specialist

**ABC Corporation - September 2012 – Present**

#### Key Deliverables:

- Performing a detailed, accurate preliminary review of loans received for funding (conventional, FHA, VA).
- Performing, managing and implementing tasks related to residential lending mortgage operations, inclusive of loan processing, underwriting, document prep. , funding and loan shipping with expert knowledge of reg.
- Communicating promptly with internal and external clients to obtain corrected and/or required underwriting and/or closing documents so that loans can be funded as quickly as possible.
- Clearing conditions as they are received from the post-closing departments within retail banks and mortgage companies.
- Maintaining consistent communications with banking staff to proactively identify needs and necessary operational improvements.
- Maintaining cycle tasks and distribute assigned task to responsible departments update and maintain manifests records and send copies to the state.
- Keeping up with inventory by making sure co-workers are aware of their surroundings within the front of the house with customers.

#### Operations Coordinator/Real Estate Broker

**ABC Corporation - May 2009 – August 2012**

#### Key Deliverables:

- Carter ware group (CWG) specializes in three practices - real estate brokerage, property management/preservation, and market research & consulting.
- CWG employs relevant industry experts who are proven leaders in developing, marketing, managing, consulting, and brokering real estate assets to support its clients.

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- Utilized different advertising mediums, open houses, and networking to assist in the selling of properties supported principal/managing broker with securing listings, marketing and closing of real estate transactions.
- Reviewed legal documents, agreements, licenses, reports and miscellaneous documentation relevant to the real estate transaction process.
- Developed innovative recruitment strategies, interviewed and proactively sourced viable candidates.
- Ensure candidates fit both the cultural and professional needs of the organization.
- Maintained and organized office and electronic real estate/client files.

### EDUCATION

B.S. in Real Estate Licensure - (Business Management University Of Phoenix - Atlanta, GA)N/A in Business Administration - 2015(Orange County Community College - Newburgh, NY)High School Or Equivalent - (Berthoud High School)

