

# RESUME #228

---

## OBJECTIVE:

Highly motivated, dedicated, results-driven professional to secure a position with your company as a *Manager, Supervisor, or other key position in Sales, Customer Service, or other position as applicable* in the banking, financial services, employment placement, or other industry, utilizing my skills, training, education, and experience

## SUMMARY OF QUALIFICATIONS:

- Over 3 years' experience in a managerial role as the head of a department for a software development company, supervising up to 10 administrative staff for accounting responsibilities to reconcile sales representatives' expense reports, and ensuring that all administrative goals and objectives met and/or surpassed corporate expectations
- Proficient with all aspects of professional staff development including interviewing, hiring, training new and existing personnel, delegating work assignments, monitoring all work activities for quality and expediency, conducting performance evaluations, re-training as necessary, implementing disciplinary measures, and terminations
- Over 1 ½ years' experience in property management, assisting in the management of operations, services, administration, maintenance, and support to owners of condo's in an exclusive and exquisitely designed building complex comprised of up to 134 units, including greeting prospective buyers for orientation and showings, creating maintenance orders, dispatching appropriate personnel for repairs, event coordination/notification, and more
- Over 15 years' experience in sales and providing excellent customer service in banking/mortgage servicing, merchant services, retail, generic pharmaceutical, employment placement, hospitality, and banquet industries assisting customers with their product/service requirements and selections, offering intelligent solutions/options to customers customized to individual needs, assertively negotiating pricing and terms, and resolving issues to their complete satisfaction
- Over 8 ½ years' experience with proficiency in mortgage origination/processing and servicing for both commercial and residential, working directly with brokers and/or banking corporations
- Knowledgeable in mortgage practices, protocols, and terminologies
- Highly detail-oriented, well organized, results-driven professional, and adapts to nearly any work setting
- Strong communications, math, analytical, and problem-solving skills
- Experienced using computers, Windows, MS Office, proprietary industry software, Internet research, and email; types 45+ WPM, accurately
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE:

01/15 – 08/17 *Mortgage Collections – Late Stage*

M&T Bank, Getzville, NY

- Specialized in late stage mortgage debt recovery for residential and commercial mortgages developing repayment plans and loan modifications with customers and avoiding foreclosures on properties throughout the United States
- Made and received customer service calls to rectify and update their modification status from delinquent to current, pre-qualifying customers for home-retention solutions, accepting mortgage payments, and advising those without options of liquidation procedures, as would apply

11/07 – 01/09 ***Assistant Property Manager – Concierge/Front Desk***

Rosewood Condos / WCDM Development, Charlotte, NC

- Assisted in the coordination and provision of property maintenance services for condo owners in an exclusive and exquisitely designed building complex, with meticulously kept grounds, and units valued up to \$2M
- Responded to calls from condo owners to resolve various issues related to construction imperfections, HVAC, elevator malfunctions, appliance warranties, and more, as the condos were newly-built with customizations, and remained under service warranties
- Conducted showings of new condos to prospective buyers, highlighting elegance, features, convenience, and security features of each condo for either new sale or to rent from the owner for a lease of up to 1 year
- Performed a wide range of administrative duties including collecting condo fees and recording the payments in an Excel spreadsheet, email communications to condo owners for upcoming events and information updates, email communications to staff for updates on protocols and procedures, etc.
- Notified and coordinated FedEx and UPS package pick-ups for residents, as well as dry cleaning items
- Set-up and attended to the coffee and pastry bar, daily, ensuring sufficient supplies at all times
- Greeted visitors and skilled tradesmen scheduled to perform necessary repairs or custom work to condos, verifying the individual's purpose with other building personnel wireless communications, and coordinating access to the condo, as needed

**EDUCATION, TRAINING, and ACHIEVEMENTS:**

***Windows / Microsoft Office Training Certificate, 2011***

WorkSource One, Orchard Park, NY

***Anthony Robbins Sales Training Seminar, 1996***

Anthony Robbins, Atlanta, GA

***Dale Carnegie Training Coordinator, 1995***

Atlanta, GA

***Mortgage Origination and Processing Training Certificate, 1993***

Capstone Institute of Mortgage Finance, Atlanta, GA

***Accounting and Computer Science Training Certificate, 1990***

Kelly Business Institute, Niagara Falls, NY

***Business Management / Psychology (course studies), 1987***

Niagara County Community College, Sanborn, NY

***Cosmetology License, 1985***

Oliver School of Beauty, Niagara Falls, NY

***Diploma, 1984***

Niagara Wheatfield High School, Sanborn, NY