

## **Summary**

### **Personal Experience**

I have a proven track-record with eight years of experience in mortgage origination; customer service; revenue generation; and key aspects of office management that are central to the success of a mortgage company in a competitive market.

#### **Benchmark Home Mortgage, Fort Myers FL**

**March 2006 to Present**

##### ***Finance and Human Resource Administrator, Operations Manager***

- Accurately manage and maintain all accounts payable and accounts receivable on a daily basis
- Maintain corporate documents including FEIN, corporate minutes, by-laws, and insurance policies
- Calculate and administer payroll to employees according to appropriate payroll structure
- Maintain employee files, vacation/personal days, taxation, workers compensation requirements, insurance and retirement plan
- Complete required report filing and payments for 940's, 941's and Florida Unemployment
- Created and presently execute a checklist system used with all newly hired employees
- Developed, presented, and currently maintain a comprehensive Employee Operations Manual
- Meet with new employees/terminated employees to discuss benefit review and maintenance
- Continually update and execute systems to ensure an effective workplace

#### **Amerimortgage, Fort Myers, FL**

**July 2005 to February 2006**

##### ***Mortgage Originator/ Team Processor***

- Provided customer with specific mortgage product to meet their financial needs
- Updated and educated borrower on loan process from initial meeting through to the closing
- Developed and maintained strong relationships with account executives and real estate brokers
- Maintained up-to-date knowledge on program guidelines and requirements
- Assisted processing department during times of high volume
- Created a referral base through networking

#### **Digital Federal Credit Union, Marlborough, MA**

**September 1999 to July 2005**

##### ***Mortgage Originator***

- Provided borrower with vast knowledge of various mortgage products
- Worked with consumer to accept his/her mortgage application
- Trained and educated new employees on products and lending guidelines
- Assisted management with ideas to streamline work environment
- Originated \$4.5 million in mortgage loans in 2003, creating new member accounts and generating sizeable long-term revenue
- Initiated and planned education programs for co-workers and new employees, resulting in the creation of wider product knowledge and increased lending

### **Education**

Quinsigamond Community College, Worcester, Ma

### **Skills**

- Credit Management, Banking and Investor Relations, Budget Preparation
- Business Recruitment, Customer Relationship, High-Level Relationship Management
- Proficient in Microsoft Office and Small Business, & Quick Books