

Good day!

How are you?

Hope all is well!

A few things about me, I have 6+ years of experience in the BPO industry. I've handled US, UK & Australian customers. I've managed Telco Accounts, Hotel Reservations, Financial Campaigns, Tech Accounts, Chat & Email Accounts.

I have more than one year of handling administrative tasks in a coaching company based in UK using IFS (Infusionsoft), Zoom, ASANA, WordPress, Slack, Google Docs, Google Drive, Google Spreadsheet, MS Office, and a little knowledge about Adobe Illustrator and Photoshop.

I'm an experienced Loan Processor for US Mortgage clients. When the loan originated in the Pipeline by the Loan Officers, I will step in and collect/gather all the documents in our checklist and make sure all the information is correct before submitting to the Underwriters for review. I communicate via email and phone to the borrower, Insurance agents, closing attorneys and other 3rd parties who are involved. Tools I'm using as a Loan Processor are Calyx Path, Calyx Point, Encompass, Sales Force, Drop Box, Hello Sign, Ring Central, Adobe Acrobat, MS Excel, MS Word, MS Teams and Google Chat.

I'm a fast learner. Just teach me the basics and provide all the tools I need, and I'm good to go. I am keen on details, and I love thinking out-of-the-box resolutions. Integrity and Teamwork are my priority. I won't promise anything but I'll make sure to keep your customers/consumers happy and satisfied all the time.

Looking forward to work with you and bring your company to success!

Kind regards!

JJ