

# Cindy F. Jackson

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## Career Summary:

Senior Asset Manager with over 17 years experience in managing bank owned real estate with full expertise in all aspect of the REO marketing and sales industry. Qualified and experience as a customer service representative and manager with full expertise in all aspect of marketing and sales. Dependable, hard working employee has strong customer service relationships in a dynamic and demanding environment. Well qualified marketing professional able to adapt to changing market conditions and job functions. Proven ability to demonstrate and provide leadership to an organization and group with the focus on revenue and product longevity. Always willing to learn new things and willing to take on new challenges and to move forward in this forever changing industry.

## Summary of Skills:

- Computer and software programs
- Proficient in REO platforms
- Client Acquisitions
- Management and disposition
- Project management
- Complex Problem solver
- Contract Negotiations and sales
- Conflict resolution
- Data Entry / Customer Service Guarantee
- Title Review and Resolution
- Lien Research and Release
- Value analysis
- Colorado Notary

## Accomplishments:

As a Senior Asset Manager was able to offer exceptional and proficient customer service to clients and vendors and was acknowledged by the client and management for good performance and dedication to job. Management noted my performance as a valuable employee willing to give extra time to resolve issues to achieve goals for company and client requirements.

## Professional Experience:

### Urban Lending Solutions, Westminster, CO

#### Lien Release Specialist/ Lead Auditor-Quality Control:

2014-Current

#### 2014- Current

- Release mobile home titles and contracts.
- Terminate UCC and other filings on closed accounts.
- Resolve issue with regards to risk management and quality control.
- Manage and disposition assets with limited loss to clients.
- Train new specialist to the client requirements.
- Review and confirm that client audits and goals are achieved.
- Assisting others with problem solving issues.

### Corelogic, Denver, CO

#### Senior Asset Manager:

2011 – 2014

- Able to take on a larger portfolio than most asset managers.
- Complete all duties completed as an Asset Manager.
- Able to assess, recognize and resolve issue with regards to risk management.
- Manage and disposition of REO assets with limited loss to clients.
- Create and maintain high performance with clients, brokers, agents, appraisers, attorneys, escrow offices and co-workers.
- Train new asset managers to the client requirements.
- Review and confirm that client audits and goals are achieved.
- Trained to cover all positions to maximize coverage for team.
- Assisting others with problem solving issues.
- Fill in when Portfolio manager is out for client escalations and team and report monitoring.

#### Asset Manager:

2007-2011

- Reviews values (BPO - Appraisals) and complete a market analysis approval.
- List and negotiate offers with full execution of contracts for closing on multiple accounts.
- Meet management and client goals.
- Gave 100% good client and customer satisfaction.
- Data entry for all assignments in portfolio with multiple systems being used for entry.
- Able to be multi task with the ability to complete and work on many things at 1 time.

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**Fidelity-FIS Asset Management Solutions, Westminster, CO****1999-2007****Executive Pre Marketing Manager**

- Developed and engaged the prelist department within the set requirements for company goals.
- Manage team up to 3-7 people, reports and goals.
- Assign assignments to system for process out to team for placement.
- Due to staffing issue managed small portfolio on top of management duties.
- Facilitated and cured all escalations and issues by all vendors to meet clients listing guidelines.
- Assist asset managers by obtaining values required as well as all maintenance requirements.
- Improved time lines for file transfers out of premarket department assisting in more files being assigned.
- Completed all asset manager duties and requirements as well for this position.

**Lead REO Technician /Asset Manager**

- As lead technician managed larger portfolio and transfer of files from one department to another.
- Assign agents, appraisers and vendor companies to files for full values and listing qualifications to be achieved.
- Assist with closing department with processing HUDs, review closings, extensions and releases.
- Worked small portfolio as asset manager with all duties, market analysis, listing negotiations and closings.
- Gave 100% good client and customer satisfaction.
- Process billings to accounting for all completed files for final billing by accounting.

**Westfall /AKA: Chicago Title /AKA: Market Intelligence Inc.****1997-1999****Lead Quality Control Specialist/ Lead BPO Placing Specialist**

- Forward orders to agents /appraisers to complete.
- Complete all quality control on all orders completed prior to submitting to client.
- Supervised and trained 3 co-workers for short time to achieve all duties for department.
- Able to negotiate the fees with vendors for completed product.
- Data entry on files.
- Process billings to accounting for all completed files for final billing by accounting.

**Education:**

KAPLAN Real Estate School Denver, CO

- Degree: Licensed Real Estate agent

Morgan High School, Morgan, UT

- Degree: High School Diploma

Davis Area Vocational Training Center, Kaysville UT

- NO degree training in business

Colorado Notary Solutions

- Degree: Licensed as Colorado Notary

**Professional Affiliations:**

- Board of realtors expired agent
- Active Colorado Notary