

**Stefanie E. Sheng**  
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**PROFESSIONAL SUMMARY:**

A highly experienced and results-oriented Asset Manager with proven ability in providing outstanding service and support to major REO customers. Expert in establishing collaborative relationships while negotiating best values for both the company and customer. Top Closer in 2013 and 2014.

**Selected strengths and skills include:**

Planning and Organizing  
Managing Teams and Processes  
Negotiating Contracts  
Organizational Leadership

Customer Service  
Mortgage Closing,  
Title researching  
REO services

**PROFESSIONAL EXPERIENCE:**

**PennyMac Loan Services, LLC**

**2010-Current**

*Asset Manager*

- Worked with eviction attorneys, brokers and occupants in negotiating relocation agreements once the home successfully went to foreclosure sale.
- Worked with title companies on curing title issues for closing.
- Managed brokers and contractors in the field in completing repairs and getting bids completed in a timely manner.
- Evaluated and analyzed BPO's and appraisals to ensure properties were listed at FMV.
- Monitored and graded broker and contractor performances.
- Worked with escrow companies to ensure timely closings.
- Managed a portfolio of 200-250 REO assets.

**American Home Mortgage, Irving, Texas**

**2008-2009**

*Asset Manager*

- Evaluating and analyzing Assets and preparing Marketing Plans
- Monitoring Broker and Agent Performances
- Working with a third party to ensure properties are listed and sold effectively
- Ensuring all closing entities are in line with executed contracts
- Managed REO portfolio with over 650 properties
- Managed pre-marketer, and brokers, property preservation companies
- Responsible for the team that effectively processes REO Agreements
- Partnered with asset managers to strategize, making key decisions on price reductions, listing expirations, and monitoring DOM in order to avoid aged inventory

**IndyMac Bank, Austin, Texas**  
*Asset Manager*

**2006–2008**

- Managed pre-marketer, and brokers, property preservation companies
- Responsible for supervising a team of REO Specialists to ensure processes done timely
- Responsible for the team that effectively processes REO Agreements
- Communicate the goals and objectives set by the division
- Implement new procedures which may be required due to changes in the regulatory environment
- Evaluate training and development needs to staff
- Measure and appropriately communicate the achievement/results of objectives set
- Prepare month end statistical reports in which record team accomplishments
- Accountable for the timeliness and accuracy of work submitted from within the team

**DR Horton, Scottsdale, Arizona**  
*Senior Closer*

**2003–2006**

- Managed drawing loan documents, funding, and shipping loans in a timely manner
- Kept track of everything that came in and out of the office
- Organized team building events, and weekly meetings to achieve the prospective numbers
- Developed training and creating new procedures to help maintain high quality as well as high production
- Guided a team of 25 to create a strong team with morals and values
- Worked in Purchase Clearing to get loans sold to investors within a certain time period
- Managed of drawing, funding, and shipping over 200 loans a month

**NationsChoice Mortgage, Gilbert, AZ**  
*Loan Closer/Shipper*

**2002-2003**

- Provided on-site customer training
- Created legal documents for borrowers to sign
- Funded and shipped loans to servicing department

**Dish Network, Denver, Colorado**  
*Win Back Agent*

**2001–2002**

- Provided excellent customer service through retention for customers who wanted to disconnect their services
- Received many customer service/win back awards
- Developed effective work schedules that met company requirements

**EDUCATION:**

**Keller Graduate School**

*Master Degree in Project Management*

**– Degree Received 2010**

**DeVry University**

*Bachelor of Science Degree in Technical Business Management*

**– Degree Received 2008**

**AWARDS & RECOGNITIONS:**

Top 2013 and 2014 Closer from PennyMac Loan Services

Honor Roll Student at the DeVry University and Keller Graduate School of Management

Received several customer service awards through Dish Network

Received several training certificates for learning new skills in diverse areas of work

Received my certification for a loan processing course from Arizona School of Real Estate

Received much recognition for team building activities that I would incorporate in the work environment