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Angel Roberts

Professional Summary

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Work History

Chicago Title - Escrow Assistant

Fort Collins

06/2024 - Current

- Developed strong relationships with clients through excellent customer service, fostering trust and loyalty.
- Assisted with the successful closing of numerous escrow transactions, ensuring all parties were informed and satisfied.
- Obtained documents such as proof of insurance and HOA statements.
- Efficiently processed incoming funds from buyers and disbursed funds to sellers upon closing transactions successfully.
- Maintained open communication with lenders, brokers and borrowers.
- Returned executed loan packages to lender for review and approval in accordance with lender instructions.
- Examined purchase and sale agreement for potential items of concern and addressed immediately.

First National Bank of Omaha- Mortgage Division - Sr Mortgage Closer

Greeley, CO

03/2020 - 11/2023

Reviewed loan documents and ensured accuracy of information provided by customer.

- Prepared closing statements, secured signatures on documents, and reviewed all loan conditions with customers.
- Verified that all required documentation was received prior to closing date.
- Conducted pre-closing audits for compliance with applicable regulations.
- Ensured timely submission of completed loan packages to underwriting department.
- Coordinated with title companies to ensure timely delivery of documents to settlement agents.

✉ lovemae2@gmail.com

☎ 970-539-1522

📍 Greeley, CO 80634

Skills

- Excellent communication
- Excels under pressure while handling multiple tasks.
- Excellent customer service skills.
- MS Word
- Excel
- Outlook
- QuickBooks
- IRMS/RMS
- Encompass
- Soft pro & Smart View
- Regulatory Compliance
- Notary public certification
- Document Analysis
- Attention to Detail
- Loan File Maintenance
- Analytical and Critical Thinking
- Regulatory Disclosure Preparation
- Data entry proficiency
- Remote Video Conferencing

- Reviewed final closing disclosure statement for accuracy prior to closing day.
- Maintained up-to-date knowledge of industry regulations and procedures.
- Processed payoffs from other lenders as well as escrow accounts at time of closing.
- Negotiated with settlement agents for prompt resolution of any discrepancies found during final review.
- Coordinated efficient flow of information between all parties involved in the mortgage transaction to expedite closings successfully.
- Ran a pipeline of 20-50 files

Elite Diesel Service - Accounts Receivable Specialist

Windsor, CO

03/2018 - 03/2020

- Reviewed and verified accuracy of invoices and account balances.
- Processed payments, refunds and adjustments to customer accounts.
- Analyzed customer payment trends and credit worthiness.
- Prepared monthly statements for customers.
- Researched past due accounts and initiated collection efforts in a timely manner.
- Maintained organized records of all customer accounts receivable activity.
- Created reports on Accounts Receivable performance for management review.

Paul Davis Restoration and Remodeling - JCA/Office Manager

03/2008 - 02/2018

- Oversee and enter all payables for subcontractors and overhead
- Job costing entries and budgeting
- Invoice and oversee accounts receivable
- Enter invoices into company software and QuickBooks
- Balancing company software to QuickBooks
- Handle interviews for office staff and technicians
- Overseeing all office employees and everyday functioning's
- Timesheet entries and Payroll
- Scope and sketch claims
- Speak with insurance companies about claims, payment and status
- Work with mortgage companies to get insurance checks endorsed
- Customer relations.
- Provided exceptional customer service when addressing client inquiries or concerns via phone calls or email correspondence.

References

Lauren Errico (970) 213-6742, Cortney Hahr, (970) 286-5439, Elisha Rogers, (502) 768-1594

- Closing process expertise
- Financial Accounting
- File management
- Escrow knowledge
- Document review
- Real estate transactions

Education

01/2005

IBMC

Massage Therapy

01/2003

Fort Collins High School

Diploma