

Objective:

To secure a position that provides me the opportunity to contribute to the overall success of an organization. To work with a team of employees who love their jobs and a company that treats them right.

Professional Experience:

Integrated Packaging Solutions; Wheat Ridge, CO

Independent Contractor

Jan. 2007 – Feb. 2020

- **Responsible** for starting, organizing and maintaining the companies Human Resources Department.
- **Communication** with employees, customers from all over the world and co-workers to solve problems.
- **Familiar** with Accounts Payable and Receivable, collections, shipping, banking, invoicing, etc.
- **Accomplished** in improving the company by drafting and implementing policies and procedures.

Urban Lending; Broomfield, CO

Auditor for Bank of America's Office of the CEO and President

Sept. 2010 – Sept. 2011

- **Responsible** for auditing customer case files tracking bank processes.
- **Communication** with customers and co-workers to solve problems.
- **Familiar** with refinance, loan modification, forbearance, short sale and deed in lieu.
- **Trained** in customer service, negotiations, and various soft packages.

Customer Advocate for Bank of America's Office of the CEO and President

Apr. 2010 – Sept. 2010

- **Responsible** for tracking, researching, and resolving customer issues with mortgage and lending.

Lincoln Appraisal; North Providence, RI

Regional Coordinator

Feb. 2009 – Jan. 2010

- **Responsible** for ordering and tracking hundreds of orders through *Openbox*.
- **Communication** with appraisers, contacts and clients to help them solve problems.
- **Experienced** with updating orders in a detail-oriented manner.
- **Trained** in negotiating fees and turn time with appraisers and enforcing them.

The Park Real Estate Group and Keller Williams Preferred Realty; Denver / Westminster, CO

Realtor

June 2006 – Dec. 2008

- **Communication** with clients and other parties involved with real-estate transactions,
- **Familiar** with preparing and reviewing various legal documents and contracts.
- **Experience** with finding and showing houses through the *MetroList Database*.
- **Trained** in property management.

MWC Asset Advisory Services Inc.; Westminster, CO

Loan Processor / Office Manager

June 2003 – Aug. 2008

- **Experience** with Human Resources, banking, accounting, and bookkeeping.
- **Skilled** in preparing a variety of loan documents and applications using *Calyx Point* software.
- **Accomplished** in maintaining a well organized and functioning office environment.
- **Responsible** for personnel files, payroll, and maintaining confidential records.

Hydro Gate Corporation; Commerce City, CO

O&M Manual Clerk / Data Entry Clerk

Dec. 2000 – Apr. 2002

- **Responsible** for producing technical manuals.
- **Experience** in data entry and product tracking.

Guitar Center; Arvada, CO 1999 – 2001
Customer Service Clerk

American School of Dog Training; Commerce City, CO 1992 - 2000
Kennel Tech and Dog Trainer

Education:

Degrees:

Metropolitan State College; Denver; CO
• **Bachelor's Degree** in Psychology 1998 - 2007

Red Rocks Community College; Lakewood; CO
• **Associate's Degree** in Psychology 2002 - 2004

Training / Licenses / Organizations:

- **Completed HR Certificate with Employer's Counsel** 2017
- **Membership into North Metro Denver REALTOR Association** 2007
- **Real Estate License** 2006
- **Notary Public** 2004
- **Mortgage Training Institute (Basic and Advanced Loan Processing Training)** 2003
- *Calyx Point* (Point 101 Combination Class) 2003

Special Skills:

- **Software:** *Dropbox, QuickBooks, Teamwork, Zoho, I-Portal, Siebel, LAMP, LHMIS, AS400, Calyx Point, Openbox, MetroList* databases, and *Microsoft Office* applications.
- **Operating Systems:** *Windows98, WindowsME, WindowsXP, Windows, Windows 10*
- Highly effective communicator, open, honest, and non-judgmental.
- Experience training people and trained in customer service

Interests:

Being a mother to my 4 and 6-year-old. Volunteering at my children's schools. Training Dogs. Learning to play guitar. Playing racquetball, swimming, traveling, and spending time with family.