

ASHLEY ORTON

1004 W. Tuscany View Road #B24 – Midvale, UT 84047

480-289-8384

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SUMMARY

- Professional experience in administration, banking, and finance, as well as a background in financial aid processing.

PROFESSIONAL PROFILE

- Experienced at working in financial environments.
 - Excellent people and communication skills; organized and able to manage deadlines.
 - Knowledge of: MS Word, Outlook, PowerPoint, Excel, Database.
 - Ability to establish rapport with clients
 - Motivated with proven ability to consistently exceed department goals
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EXPERIENCE

Mortgage Loan Closer- M&T Bank/Midvale, UT 03/2013-Present

Work effectively and efficiently in a fast-paced environment to meet scheduled closing dates and times to ensure prompt delivery of closing documents to Title Company. Verify accurate data entry and preparation of loan files and closing packages.

- Verify accuracy of all closing documents to ensure compliance with state and federal laws
- Communicates with other internal teams and assists with internal training as necessary
- Teams with settlement agent to ensure funding requirements are correct; funds loans

Customer Care Professional - American Express/Salt Lake City, UT 05/2012– 03/2013

Ensure extraordinary service by promptly and accurately responding to phone calls from existing customers, making it easy for them to do business with us, recognizing their value to us and solving their issues.

- Document necessary account information and offer solutions that benefit the customer.
- Work in a fast-paced, structured service center environment
- Grow and nurture customer relationships on each and every call that result in measurable card member value.

Finance Intake Specialist - University of Phoenix/Phoenix, AZ 12/2007 – 05/2012

Support finance counselors to guarantee the financial process is in conformity with Federal regulations and company policy; receive and verify financial documents for completeness and accuracy.

- Team leader – able to consistently meet and exceed monthly goals.
- Skilled at processing and reviewing a large amount of documents on a daily basis.
- Experienced in communicating with financial counselors to find the best resolution for each student.

Countrywide Home Loans – Account Executive/Chandler, AZ 09/2006 – 11/2007

Responsible for processing and setting up home loan packages in a high volume outbound call center; promoted loan products to portfolio clients; review and analyze loan packages for preliminary approval or denial in accordance with financial guidelines.

- In direct contact with all customers and responsible for setting up loan packages.
- Utilized strong analytical skill to review and approve or deny loan packages.
- Responsible for negotiating loan packages and expanding client base through sales.

Carnegie First Lending – Loan Officer Assistant/Scottsdale, AZ 11/2005 – 08/2006

Responsible for coordinating all parties throughout the entire loan transaction; assembled all required documentation for processing and underwriting on each transaction; prepared and presented all related deal points to Loan Supervisor.

- Gained valuable experience in the use of time management.
- Worked extensively with the public and gained strong customer service skills.

Arizona Federal Credit Union – Member Services Consultant/Phoenix, AZ 04/2005 – 11/2005
Communicate positively and effectively with current and prospective members to process bank transactions.

- Able to process the expected amount of 20 to 25 transactions each hour, with accuracy.
- Maintained and balanced cash drawer.
- Displayed the highest level of customer service at all times.

EDUCATION

University of Phoenix

July 2011 to present