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# Jennifer L Sanchez

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## Career Focus

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Motivated closing coordinator with over 10 years of finance/real estate experience, enabling startup and established companies to increase leads and revenue.

## Summary of Skills

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- Customer Service  
(Internal/External)
- Process development
- Bank reconciliations
- Conflict resolution
- Complex problem resolution
- Re-seller relationship optimization
- Multi - Task Management
- Account Management
- Customer Needs Assessment

## Accomplishments

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### *Account Management*

- Managed and closed over 100 Real Estate Owned Properties for several different clients such as HSBC, KEY Bank, Wells Fargo, and HomEq.
- Successfully reached company goals, exceeded personal goals by closing over 125% of monthly projections by utilizing cash deals scheduled for following months.
- Named top producing closer for three consecutive months in the year 2011.

## Professional Experience

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05/2008 - 07/2012 **Lender Processing Services** — Westminster, Co

### **Reo Closer**

- Closed national REO closings in several different states with an active pipeline of 99 to 120 assets.
- Reviewed and approved HUD, Escrow and Closing docs.
- Communicated with the asset manager and client on repairs and contracts.
- Maintained and submitted reports to upper management regarding the portfolio of numerous clients.
- Trained and mentored new staff members.
- Problem solving and extensive research.
- Performed high quality customer service both external and internal.
- Prepared and reconciled all daily reports.
- Contacted Clients for Closing approvals as well as established an open relationship.
- Created all procedures for a paperless system.

- 09/2005 - 10/2007 **Security National Real Estate Services / Lenders First Choice** — Greenwood Village, CO  
**Sub Escrow Closer/Title Only Accounts Receivable**
- Closed and processed national sub escrow files.
  - Most of which were REO.
  - Disbursed funds and performed quality assurance on all national closings.
  - Responsible for maintaining all incoming and outgoing wires.
  - Prepared and reconciled all daily deposits.
  - Reconciled daily and monthly aging reports Performed high quality customer service both external and internal.
  - Problem solving and extensive research.
  - Accurately booked income for all national and local accounts receivable.
  - Contacted vendors for payment as well as established an open relationship.
  - Organized a very detailed system to maintain open invoices in which have not been paid.
  - Controlled all outgoing and incoming wires as well as all refunds.
  - Trained co-departments on new accounting procedures.
- 01/2004 - 07/2005 **Countrywide Home Loans** — Greenwood Village, CO  
**Production Consultant**
- Managed and maintained an active pipeline of large revenue home loans.
  - Completed applications and ordered all documents needed for processing.
  - Gathered and reviewed credit information and cleared discrepancies.
  - Responsible for ordering and reviewing all purchase contracts between lender and borrower.
  - Communicated between loan officer, underwriter, processor, and borrower.
  - Problem solving and extensive research.
- 10/2002 - 12/2003 **Wells Fargo Bank** — Denver, CO  
**Personal Banker**
- Managed and maintained an active pipeline of retail and business accounts.
  - Opened and closed consumer loans and other financial products.
  - Trained bank tellers on financial products as well as build a referral relationship.
  - Opened and closed the branch when branch manager was not present.
  - High quality customer service.
  - Problem solving and extensive research.
  - Worked successfully under deadlines.
- 01/2002 - 10/2002 **US Bank** — Cherry Creek, CO  
**Universal Banker**
- Managed and maintained an active pipeline of retail and business accounts.
  - Opened and closed consumer loans and other financial products.
  - Trained bank tellers on financial products as well as build a referral relationship.
  - Opened and closed the branch when branch manager was not present.
  - High Quality customer service.

- Problem solving and extensive research.
- Worked successfully under deadlines.

09/1998 - 01/2001

**Wells Fargo** — Denver, CO

**Customer Service Rep**

- High quality customer service.
- Audited cash vault.
- Trained new hire tellers.
- Problem solving and extensive research.

## **Education**

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May 17th 1997

**Pueblo Central High School**

Diploma