
Appraisal Coordinator Resume

Job Objective

To obtain an Appraisal Coordinator position and utilize my experience and skills for the successful completion of each job task.

Work Experience:

Appraisal Coordinator, May 2004 – Present
Key Personnel Services, Eau Claire, WI

- Conducted daily follow-up on all work in progress by communicating with appraisers for status reports.
- Resolved issues and answered questions in a timely manner to ensure continued customer satisfaction.
- Answered incoming emails and phone calls related to order assignments in time to maintain efficient appraisal order process.
- Forwarded all appraisal reports to customer for review and approval to ensure established requirements are met.
- Reviewed appraisals that did not meet customer guidelines.
- Tracked appraisers turn-times to make sure an efficient appraisal order process is maintained.
- Participated in various department meetings to discuss and enhance appraisal process.

Appraisal Coordinator, March 2002 – April 2004
Overland Solutions, Eau Claire, WI

- Provided follow-up calls, placed appraisal orders and coordinated all ordering aspects of the appraisal life cycle.
 - Supported the processing staff.
 - Maintained and updated appraiser ratings and availability.
 - Managed relationships with vendors and staff.
 - Handled escalated calls, coordinated issues, recommended solutions and provided excellent customer service.
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Summary of Qualifications:

- Profound knowledge of real estate lending and appraisal/title industry
 - In-depth knowledge of operations of a mortgage and appraisal review
 - Thorough knowledge of general office equipments, such as fax, copier, and scanner
 - Excellent problem solving and analytical skills
 - Excellent phone and interpersonal skills
 - Skilled in dealing with customers, home office staff and other field employees
 - Able to work in a fast paced, accurate environment
 - Excellent written and oral communication skills
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Education:

High School Diploma, Thornton Fractional High School, Calumet City, IL

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