
Mortgage Collector Resume

Job Objective

Seeking Mortgage Collector position where I can assist in the overall growth of the company.

Highlights of Qualifications:

- Remarkable experience in managing mortgage collections for residential activities
 - Exceptional knowledge of Fair Debt Collection Standards
 - Immense knowledge of Microsoft Office applications
 - Outstanding ability to achieve mortgage objectives
 - Profound ability to multi task and prioritize activities
 - Ability to maintain department attendance
 - Ability to resolve all collection issues
 - Ability to maintain inventory of office supplies
 - Solid understanding of loan closing documents
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Professional Experience:

Mortgage Collector
Union Bank, Los Angeles, CA
August 2007 – Present

Responsibilities:

- Provided optimal level of customer services for past due mortgage loans.
- Assisted mortgagors to answer all inbound calls.
- Performed negotiation for all payments to workout payment options.
- Coordinated with mortgagors and educated on account status.
- Supervised collection processes to achieve all delinquency objectives.
- Ensured compliance to all departmental standards within timeframe.
- Participated in all training workshops and activities.

Mortgage Collector
Emigrant Bank, Los Angeles, CA
May 2004 – July 2007

Responsibilities:

- Monitored all delinquency accounts on telephone.
 - Analyzed loss mitigation strategies and made recommendation if required.
 - Documented account activity for collection.
 - Prepared reports for insurer delinquency for investors on monthly basis.
 - Inspected all vacant properties to establish occupancy.
 - Developed strategies to convert delinquent customers to current.
 - Ensured optimal level of customer service at all times.
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Education:

Bachelor's Degree in Business
National-Louis University, Evanston, IL

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