

MIA HARMON.

Somerdale, NJ 08083

E-mail miaharmon2002@yahoo.com

Dear Perspective Employer :

Through years of on-the-job training, I have acquired excellent customer service skills that have provided my previous and present employer with exceptional service.

I am currently working at Real Tech Title as a Post Closer. I put mortgage packages together, making sure to gather all required information to complete executed package and checklist. Constantly monitor my pipeline to ensure all Deeds, Partial Deeds and other recorded documents are present, recorded and sent to all parties. I scan and upload UPS packages daily and notate the system of buyer and seller docs received

In my last position with Freedom Mortgage, I Scrub loans for underwriter conditions, confirmed pce codes and withdrawals, also set and complete tracking items. In my previous position at Subaru of America (Careers USA) as Administrative Assistant to the Senior Rep Team, my responsibilities included, completing repair order summaries daily, maintaining Excel spreadsheet and assigning other consultants work to be completed per request that come in throughout the day, interoffice mail delivery and check disbursement. Because of previous experience I was asked to assist with training other associates on policy and procedures for creating and completing summaries. Copy, scan and uploading documents into the Siebel system, calling retailers to retrieve repair orders or vehicle status.

In my former position at Freedom Mortgage, I reviewed loans making sure important information was not missing from the file. Calling customers and vendors to obtain all necessary documents to move the loan to the next department. Obtaining homeowners insurance coverage, Titles etc. Created FHA and VA Case numbers along with ordering Fraud Guard reports. Other responsibilities consist of faxing & scanning, setting, and completing tracking items, this tells other processors that the document has been obtained or needs to be ordered.

I have the ability to lead a staff due to my position at Respond Works where I was the Director's assistant, managing office employees and equipment. Kept track of supplies, payroll, typing and assisting with administrative duties. If you are looking for a very hard-working individual who is looking for career stability and being part of a strong team, please take the time to go over my resume' and qualifications.

While being very efficient on the computer, Microsoft Word, Excel, Access, and PowerPoint, with strong written skills and excellent Internet research abilities. If hired, you will find that I am organized with exceptional time management. I am a Notary Public and Certified Notary Signing Agent with the National Notary Association and I work as a mobile notary for various Title, Mortgage, Signing companies, and Law firms. I am familiar with closing documents and the closing process.

Thank you for your time and consideration. I look forward to an interview time and date at your earliest convenience, to my above address or phone (856-520-0221). Thanking you again for reviewing my qualifications.

Sincerely,

Mia Harmon

OBJECTIVE:

To obtain a secure position that offers growth potential, and the opportunity to utilize my excellent capabilities, as well as develop a career within your company.

EXPERIENCE:

Real Tech Title

Aug 2021 – Present

Mt. Laurel, NJ 08054

Title: Post Closer

- *Processing morning mail scanning and uploading into system.*
- *Upload Deeds and Executed buyer/seller packages into CORE software system.*
- *Making sure all documents are present and names, deeds and HUD match.*
- *Complete all task in the system to ensure alerts for other departments.*
- *Checking paperwork for signatures and if notary signature and stamps are legible.*
- *Reviewing HUD for Buyer/Seller info, settlement date, county, contract price and deposit amounts to complete executed package check list.*
- *Go into Simplifile website to submit documents for recording (Deeds, Releases, Partial Releases and Mortgages/Deed of Trust as well as other documents etc.)*
- *When the document comes back recorded, upload to Core complete task in the system and email/ UPS mail recorded document to buyer and or seller.*
- *Submit Arizona files rapidly as they are a same day turnaround and are time sensitive, also watching Microsoft teams chat to ensure when Arizona files fund, we record the deed asap.*
- *Creating UPS labels, creating and signing checks, checking pipeline reports daily uploading deeds as they come in to complete the file and alert all parties.*
- *Trial Balancing file, disburse funds and issuing County/Buyer and Seller refund checks. Signing checks and requesting overage and shortage checks when file is out of balance.*

Harrison National Employment – Freedom Mortgage Co.

Oct 2020 – May2021

Marlton, NJ 08053

Title: Operations Assistant

- *Checking loans and setting tracking items for withdrawals, assuring they should be initiated, completed, or continue to be worked on.*
- *Going through loans that have been conditioned by the underwriter, finding reason loan was conditioned, checking notes to confirm, setting tracking item and changing status in the Lakewood System.*
- *Assigning loans to the processors, identifying reason sent to exception handling, setting tracking item so the loan can be worked on by the processor.*
- *Completing exception handling tracking items to ensure status change so the file can move forward to other departments.*
- *Scrubbing loans when they are close to their closing date to identify the pce (post-closing) code and sending an e-mail to the processor to make sure they contact the borrower.*

Careers USA – Subaru of America

Oct 2018 – Oct 2019

Pennsauken, NJ 08109

Title: Senior Customer Service Rep's Administrative Assistant

- *Complete repair order summary reports daily for Senior CRS reps.*
- *Maintaining Excel spreadsheet updated with the number of summaries completed and who was assigned to complete the Summary.*
- *Calling and e-mailing retailers requesting open repair orders.*
- *Inner office mail and check disbursement.*
- *Training other employees of policy and procedure for creating and completing RO (Repair Order) Summary reports.*
- *Copy, Scan and Uploading info into Siebel Automotive system.*
- *Assigning out Summary order request for other Admins to complete RO summaries, checking their work and marking off as completed on spreadsheet throughout the day.*
- *Supporting Sr. Reps in completing URFCA (Urgent Request for Customer Assistance) where we call the retailers requesting detailed information about the vehicle, reporting back to the Sr. Rep so they can include in the customer file.*

Freedom Mortgage Co.

Oct 2012 – Mar 2018

Mt. Laurel, NJ 08045

Title: Pre-Screening Document Coordinator

- *Viewing BPM System requesting Credit Reports, Supplements & Mortgage Trade Reports from Equifax.*

Change tracking items, inputting data, communicating with Equifax, constantly checking e-mail.
Verified borrower information is correct and making sure borrower authorization is present.

Title: Call Center – Pre-Gate Support

- Making sure all necessary documents are included in the customer file, order FHA and VA Case numbers. Ordering Fraudguard, FHA Case Transfers & Cancellations, Faxing & Scanning documents, sending letters to borrower & lender. Doc Recovery Training: Explaining Uniform Loan App to the borrower, going over terms of the loan, payment, and interest rate.

Title: Elite Team - Team Assistant

- Verified customer employment, SS#, Payoff amounts, obtaining customer bank statements, verifying homeowner's insurance and customer pay history.
- Fax and scan documents, Microsoft, Outlook, Excel spreadsheets and reports.
- Collect daily submissions which will help keep track of projections and reaching daily goals.
- Managed reports via Excel and other company software.

Title: Pre-Screening – Auditor (Same duties as above)

Title: Exception Handling - Processor/Administrative Assistant

- Running Credit Reports, keeping calendars, assigned work to Processors and Underwriters.
- Maintaining employee sick/vacation time and lateness's logged, requesting Title Reports and updates, ordering supplies, expense reports, daily & monthly reports. Ordering lunch/breakfast and running errands.
- Training other employees, created forms, home VPN access for deadlines and special projects.

Contemporary Staffing

Oct 2010 – Feb 2012

Mt. Laurel, NJ 08054

Assignment – PHH Mortgage 10/2011 - 2/2012

Title: Collateral Resolution Correspondent Operations Specialist

- Reviewed the Note, Mortgage, Title, Allonge, Assignment, POA against Audit Checklist to ensure accuracy. Inputted Wire transfers and confirming delivery. Ordering MIN & MER's numbers, Input checks into CASH system, loan payments and escrow accounts. Checked loan against what BNY Mellon has in their system.

Assignment – PHH Mortgage/Old Republic Title 5/2011 – 10/2011

Title: Vendor Valuations Coordinator

- Placed Orders for BPO (Broker Price Opinion's) and Appraisal Reports on Old Republic Title's website daily.
- Checking Mortgages for Legal Description extensive e-mail correspondence.
- Confirmed with the Appraiser correct appointment time, date, and address, as well as follow-ups.
- Continued follow-up with appraiser assuring appraisal was completed as scheduled.
- Viewing the appraisals making sure the Appraiser assigned, appraised property correctly and accurately according to industry standards. If there were any issues with the address, confirming through USPS website and assisting appraiser through the process.
- Submitting report of how many appraisals were completed and which ones needed follow-up. Other duties as needed.

Assignment – PHH Mortgage 10/2010 – 2/2011

Title: Note Team Auditor

- Received list of notes daily that come in through the mail to audit for certain conditions, such as making sure the paperwork matches the Note, Title, and the Mortgage. If docs did not match a condition is sent to the mortgage company. Checking Title for judgments, asking customer to confirm or deny if it was theirs, doing additional research or sending to another department for additional investigation.

Protocall Staffing

Nov 2009 – May 2010

Cherry Hill, NJ 08002

Assignment - Best Work Industries for the Blind

Title: Administrative Assistant

- Responsible for faxing and copying documents as well as keeping track of confirmations, sorting invoices and incoming mail, filing invoices, switchboard, and key entry duties.
- Typing labels, letters, and memos as well as mailing them out along with mail distribution, and metering mail. Making sure all meetings are logged and correspondence is sent out pertaining to agenda.
- Keeping track of orders and logging them into Excel, keeping track of e-mail in Outlook as well as orders through e-mail. Checking time sheets, scheduling meetings, maintaining calendars, and making travel arrangements.
- Doing reports in Excel, Pivot Charts, and spreadsheets.
- Knowledge of Microsoft Works, WordPerfect, and Publisher as well as the Microsoft Office Package.
- Working directly with the President and HR manager.
- Providing office support for other departments such as accounting and the warehouse. Order business cards print employee name badges, order office and coffee supplies also preparing outgoing mail packages.

Title: Receptionist/Real Estate Agent

- Opening the office in the morning, typing letters and memos, faxing correspondence ordering supplies, answering telephones, making phone calls to different mortgage companies, other agents and taking messages.
- Looking up information and property status on the Showing Desk system, and Trend MLS.
- Setting up appointments to see various properties for different Real Estate, Appraisal companies and different inspectors while logging them into the system.
- Making labels and keeping files also calling various real estate agencies to gain access to numerous properties, while taking clients to view homes to purchase or to rent and other duties as needed.

Respond Inc. (New Worker Center)

May 2001 – Jun 2004

Camden, NJ 08103

Company Layoff

Title: Administrative Assistant

State Contract

- Answered phones, made various calls for the Director, responded to written and telephone request. Typed, faxed copied, prepared notes, correspondence, mail merged and reports using Microsoft Word, Access and Excel.
- Prepared outgoing mail, using postage-metering machine. Recorded and typed meeting minutes to staff meetings. Maintained close personal contact with the Program Director.
- Assisted with the run of the office, responsible for ordering supplies and helped out with Administrative duties at one of our other offices two times per week. I have knowledge of Microsoft Outlook, Microsoft Office, Internet and E-mail. Responsible for typing client and walk in Résumé's, keyed information into the client database in Access to generate reports.
- I develop brochures, greeting cards, certificates and other graphics.
- Setting up conference rooms, lunch orders and company errands. Helping to resolve work related issues when advised.
- I was also involved as a Community Coach for a separate Outreach project in 2003. The project involves going out into the community reaching out to the needy, outreaching door to door. Finding out there needs, then referring them to local agencies.

VOLUNTEER WORK:

Image & Attitude

April 2019 – June 2019

Pennsauken, NJ 08109

Answering Phones, helping clients pick work outfits, typing, supervising, going through clothing donations and hanging them on the racks, also making sure clients completed their task while director was out of the office.

SKILLS:

Microsoft Word	Typing 55 WPM	Kodak Easy Share
Excel	Copy Machine	Print Shop
Outlook	Fax Machine	Swift Viewer
Access	Machine Transcription	Photo Shop
PowerPoint	Internet & E-mail knowledge	Adobe
Notary Public	File Management	Ca\$h System
Mobile Notary Signing Agent	FHA/VA Case#	Data Entry
Showing Desk System	10 Line phone system	Fasttrieve System
Zimbra	Mortgage/Closing Doc's	Idesk System
Lakewood System	EDMS System	FHA Connections
Equifax	Scanner	DocuSign
Time Management	Organization Skills	Teams/Zoom

EDUCATION & AFFILATIONS

Harris School of Business	Office Technology Program	Certificate – 1993
Craft Fashion Institute	Fashion & Design	Diploma - 1988
Camden High School	Business	Diploma – 1986
Notary Public License	State of NJ	Exp. 3/12/23
National Notary Association	Membership	Exp. 4/30/22
Notary Signing Agent	Membership	Exp. 4/11/22
Error & Omission	Insurance	Exp. 4/11/22
Weichert Real Estate School	Real Estate Agent	2005
Real Estate Commission	State of NJ	License –2005

Present with Metro Referrals

AWARDS:

Careers USA Employee of the year award
Awarded for year 2018 – 2019 in September of 2019