

# Heather Leslie

## Objective

My strength is in problem solving, communication, attention to detail, organization and people skills that will contribute to your organization by providing cost effectiveness, quality assurance, assistance to management and excellent customer service.

## Professional experience

[ May 2005-Present ]      NBLending a division of MortgageIT, Inc    Plano, TX  
**Funder**

- Upon receipt of the file from Document Coordinator; reviewed title commitments, contracts, surveys, and appraisals to make sure all items relate to the property being purchased or refinanced.
- Assure that title is in order, that surveys and title commitments are in agreement, and assure that the file is ready for closing.
- Contact title or attorneys to confirm closing date and time.
- Approve HUD -1 prior to closing.
- Order funds for disbursement.
- Review and accept specific documentation prior to authorizing funding.
- Maximum volume 60-100 units per month.

[ 2004-2005 ]      Accredited Home Lenders      Irving, TX

### **Loan Specialist / Closer & Funder**

- Registration of Loan Packages into AU System
- New Broker Registration
- Supported Operations and Regional Mgr. on various duties
- Supported the Underwriters/Account Mgrs. (calling and clearing conditions)
- Drew and Prepared Docs
- Reviewed title commitments, contracts, surveys, and appraisals to make sure all items relate to the property being purchased or refinanced.
- Assure that title is in order, that surveys and title commitments are in agreement, and assure that the file is ready for closing.
- Contact title or attorneys to confirm closing date and time.
- Approve HUD -1 prior to closing.
- Review and accept specific documentation prior to authorizing funding.
- Stacked Collateral Files and prepared then to be shipped to various warehouses.

[ 2002-2003 ]

Verizon Information Services

Irving, TX

**Receptionist**

- Manage and operate switchboard
- Fulfillment of Company Supplies
- Staff Support for Management and Sales (staff of 100)
- Distribute & file daily reports
- Assist the Sales Support Supervisor with various projects
- Receive all daily mail sort and distribute accordingly
- Receive all Overnight packages (FedEx, Airborne, & UPS) and distribute
- Document Retrieval
- Warehousing Library
- Update Employee related Information

[ 2000-2001 ]

Bombardier Aerospace

DFW Airport, TX

**Customer Service Assistant**

- Managed and operated switchboard.
- Coordinated travel reservations for Customers.
- Prepared facilities and material for Pilot Training Program.
- Data management and maintenance in several platforms, including entering Customer Critiques into a Lotus Notes tracking system, kept inventory of promotional giveaways and mail outs.
- Successfully created a database in Access for the Company Store.
- Assisted the Customer Service Coordinator for special projects.

**Skills**

- 10 key and typing (35 wpm)
- Data Entry
- Lotus Notes & Outlook Express
- Optika Acorde
- PBX Phone Systems (switchboard)
- QuickBooks
- Windows 98 – Current XP
- Word, Excel, PowerPoint, and Access