

OLIVIA GOODRICH

4000 NW 88th Ave #905
Coral Springs, FL 33000

Mobile: (954) 888-4518
ogoodlow@hotmail.com

QUALIFICATIONS SUMMARY

Administrative Specialist with over 5 years of experience managing diverse office functions. Career marked by fast track promotion through positions as administrative assistant, trainer, and senior loan coordinator. Noted for analytical skills, problem solving, file organization, and leadership skills. Strengths and competencies include:

- ◆ Gathering & Analyzing Research Data
 - ◆ Documenting/Recording Information
 - ◆ Decision Making & Problem Solving
 - ◆ Superior Organizing & Planning Skills
 - ◆ Establishing Interpersonal Relationships
 - ◆ Advanced Computer Skills
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PROFESSIONAL EXPERIENCE

Florida Home Improvements Association

Hollywood, FL

Provided significant administrative and sales support to growing finance company including: office management, sales force training, financial data analysis, and client relations management. Effectively integrated and coordinated multiple department functions.

Senior Loan Coordinator

2007 – 2009

- Contributed to the generation of over \$30 million in sales revenue processing loans for national brands such as GE, AmeriFirst, Capital One, and Wells Fargo.
- Processed and reviewed customer loan applications and financial statements; coordinated all functions of loan closings.
- Served as an effective liaison between lenders, sales force, and clients for the purpose of resolving customer issues.

Administrative Assistant/Assistant Manager

2006 – 2007

- Managed all administrative functions of the office: composed and edited written correspondence, coordinated sales appointments for maximum profitability, provided customer assistance and IT support.
- Trained a sales force of six representatives on inbound and outbound calling and appointment setting; managed the representatives' daily productivity.
- Praised for superior work efforts; promoted from Administrative Assistant to Senior Loan Coordinator within six months of hire.

Teller – WASHINGTON MUTUAL, Miami FL

2002 – 2003

- Conducted multiple functions of receiving and distributing money for account holders; also achieved daily balancing standards for all incoming monies. Provided consultative services to account holders.

Teller/Personal Banking Floater – BANK ONE, Farmington Hills MI

2002

- Provided teller and personal banking duties as needed in various departments; part of major bank systems conversion process. Aided in successful systems transition including maintaining customer relations by minimizing issues.
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EDUCATION/CERTIFICATIONS

Medical Billing and Coding Specialist, Atlantic Technical Center
Certified Notary Public

Graduation 2010
Expiration 2012

REFERENCES AVAILABLE UPON REQUEST

