

## **SUMMARY**

Driven and energetic person, experienced in Real Estate industry for over 8 years, as a title officer, a closing Coordinator, and an escrow assistant. Highly adept at building excellent working relationships with teammates, real estate agents, lenders, title companies, attorneys, and notaries. Knowledge of Microsoft Office products (Word, PowerPoint, Outlook, etc.) at an advanced level, and Microsoft Excel at an intermediate level. Excellent organizational skills, problem solving skills, and the ability to work well under pressure. Bilingual in English and Mandarin.

## **WORK EXPERIENCE**

### **Chicago Title Company, Bellevue, WA**

#### **-Escrow Assistant**

**July 2021 – Present**

- Support and assist the Escrow Officer / Closer throughout closing escrow transactions.
- Interact and correspond with all parties and agents throughout the settlement process.
- Ensure that the process stays organized and stays in touch with involved parties.
- Responding in a timely, professional, and courteous manner to any customer inquiries.
- Ensuring that title issues are resolved, and files are properly balanced prior to closing.
- Preparing and submitting closed loan package and disbursement documentation, recording package, final policy package to the appropriate internal department.

### **Mortgage Connect LP, Township of Moon, PA**

#### **-Closing Team Leader-Remote**

**March 2021 – July 2021**

- Reviewed files and documents to obtain information and respond and resolve teammate questions.
- Shuffled between three lenders to provide responsive, organized, clerical support to a fast-paced department.
- Assigned tasks to teammates, tracked process and updated managers as necessary.
- Maintain open lines of communication between lenders, notaries, managers, and teammates.
- Responsible for training new staff members

#### **-Closing Coordinator-Remote**

**June 2020 – February 2021**

- Responsible for closing document procurement with banks and liaison with notaries and borrowers.
- Preparation of Alta Statement/CD that meets Service Level Agreement
- Address inquiries from clients, borrowers, notaries, or staff professionally and in a timely manner
- Maintain open communication with team members and team leaders.
- Confirm closing dates, location, documentation, and funds due at closing with appropriate parties.

### **University Book Store, Seattle, WA**

#### **- Sales Associate**

**August 2019 – June 2020**

- Assisting an average of 50 customers per day in finding or selecting items and providing recommendations.
- Collaborating with team members in handling cash registers, organizing inventory rooms, labeling products, unloading merchandise, and cleaning up.
- Communicating merchandise issues with other departments related to customers' inquiries.

**Sinyi Realty Inc. (Title Company), Taiwan**

**-Title Officer**

**June 2016 - February 2019**

- Reviewed over two thousand residential and commercial contracts and grant deeds of property, including single house, townhouse, condominiums, and lands.
- Inspected architectural layouts of condominiums' plans to ensure they meet the legal and compliance requirement.
- Served as the point of contact for all clients' inquiries.
- Resolved contractual issues by researching relevant government policies.

**-Title Assistant**

**June 2014 - June 2016**

- Proof-read on clients' data system to ensure accuracy.
- Organized clients' documents and performed others relevant operational tasks.
- Assisted the title officers in customer service and administrative duties related to title inquiries.

**Urban and Rural Development Department of New Taipei City Government, Taiwan**

**-Internship**

**July 2013- August 2013**

- Assisted government employees in refining urban planning and policies.
- Served as a subject matter expert in the government urban planning system, which houses urban planning information for more than 1200 residential and commercial properties, and customer service liaison for questions from general populations.

**Kid Castle Educational Corporation, Taiwan**

**-Office Assistant**

**August 2011- February 2014**

- Assisted supervisor in managing courses' schedules and activities.
- Corresponded to incoming calls and emails at the front desk.
- Implemented lessons' plans for elementary school English.

**EDUCATION**

**National Taipei University, Taiwan September 2010-June 2014**

BA in Real Estate and Urban Planning

Relevant Courses: Land Administration and Management, Property Management, Built Environment Planning, and Land Surveying and Information Technology.

**REFERENCES**

Steve Shen

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Company: University of Washington

Yanli Lu

Work: 425-241-9761

Company: Chicago Title Company of Washington