

JODYANN GEORGE

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PROFICIENCIES

Superior communications

High level of professionalism

Resourceful problem solver

*Task prioritizing, goal setting,
deadline management*

*Microsoft Office, Black Knight,
MSP, BITB, Firmware*

EMPLOYMENT

Warrior Service Company
West Palm Beach, Florida
Sales Force Representative
2024 to Present

**Specialized Home Retention
PHH Mortgage Services/Ocwen**
West Palm Beach, Florida
Relationship Manager
2020 to 2023

Zaretsky Law Group
West Palm Beach, Florida
Legal Assistant
2019 to 2020

Robertson, Anchutz & Schneid
Boca Raton, Florida
Legal Assistant
2014 to 2018

Campbell Instruction Company
West Palm Beach, Florida
Human Resources Administrator
2011 to 2013

EDUCATION

South University
Bachelor of Science

H. Lavity Stout Community College
*Associate of Science – Natural
Science*

CAREER SUMMARY

Tenacious, results-oriented, persistent, organized, and adaptable professional with diverse experience in administration, customer service, mortgage, and legal services. Seeking part-time **Customer Service Representative, Administrative Assistant, Legal Assistant, or Remote Customer Service Support** career to leverage my experience and assist in the mission, services, and growth of an organization.

CAREER ACCOMPLISHMENTS

Customer Service

- Received orders from Veterans Customer service
- Home Retention Specialist, servicing and mediating contested loan
- Black Knight, MSP, Live-Vox, Icase and Idesk
- Conducted inbound as well as outbound calls, providing advocacy for customers seeking best resolution for home loan concerns
- Assisted with foreclosure prevention resolutions such as repayment plans, loan modifications, short sales and deed in lieu, based on eligibility following company guidelines and procedures
- Managed 500 mediation loans
- Prepared daily pipeline reports

Administrative

- Scheduled client appointments for various lawyers and prepared notes as needed
- Completed collection calls to client for past due accounts
- Performed document filing, organize filing cabinets, and pulling/uploading information into software system
- Prepared Fee Requests and Witness Requests
- Managed all e- Filing correspondence to clerk of court
- Drafted Complaints for attorney to be E-filed
- Prepared Final Judgements for attorneys filed to clerk of Court
- In human resources department, maintained employee records database
- Scheduled appointments for employees and clients
- Processed employee payroll
- Conducted disciplinary actions as needed