

# 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