

# **KELLEN C. BECKHAM**

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**Bermudian**

Availability – September 2011

## **PROFESSIONAL OBJECTIVE**

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

## **EDUCATION**

**University of North Texas, Denton, Texas**

**Graduated August 2011**

Bachelors of Applied Arts and Science

Minor: Marketing/Management

*(Achieved while working flexible hours for Bank of America.)*

**State of Texas Property and Casualty Adjusters License, 2009**

Courses taken included:

Micro Economics

Mediation

Macro Economics

Arbitration

Negotiation

Accounting

**South Grand Prairie HS**

Grand Prairie, Texas, 2001-2004

## **WORK EXPERIENCE**

**Bank of America – Plano, Texas**

**Home Loans & Insurance/ Retention Specialist**

**February 2010 – May 2011**

- Assisted customers experiencing financial difficulties in the loan servicing line of business by resolving late stage delinquencies on home loans.
- Worked with customers to help them understand their mortgage terms, review delinquency patterns and negotiate payment arrangements.
- Probed customer's financial information to offer mortgage products such as modifications and repayment plans.
- User acceptance testing experience. Tested new systems implemented from the Countrywide Home Loans to Bank of America transition.

*I was consistently recognized as an elite servicer from upper management out of two hundred representatives. This status was based on professionalism, knowledge of loan products and proficiency in resolving delinquent accounts.*

**Countrywide Home Loans – Plano, Texas**

**Account Manager**

**July 2008 – February 2009**

- Received a large volume of calls from homeowners who were three or more months delinquent on their home loans.
- Determined the cause of delinquency, documented all financial information, and created an appropriate workout option as a resolution to bring their account current.
- Offered debt counseling for customers in financial hardship.

**Countrywide Home Loans - Plano, Texas**

**Dispatch/Concierge**

**November 2007 – July 2008**

- Received inbound calls for the Originations Department and routed calls to the appropriate loan consultant.
- Created applications for new and existing customers wishing to refinance their home loans.
- Determined whether customers were eligible to refinance by utilizing online property appraisal software.

**KEY SKILLS**

**Communication** - Dealt with customers at all levels via telephone and email, to ensure successful communication by actively listening and probing questions.

**Problem Solving** – Resolved complex queries independently and with peers at all levels of management to find appropriate resolutions.

**Planning and organizing** - Refined planning and organization skills that balance work and team responsibilities in a timely and professional manner.

**INTEREST AND HOBBIES**

Delta State University Football (scholarship) 2004-2006

University of North Texas Insurance club 2010-2011

Golf

*References provided upon request.*