

MELISSA E. SCHALLER
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EDUCATION

- California State University, Long Beach
Bachelor of Science, Business Administration & Marketing

WORK EXPERIENCE

Kinecta Federal Credit Union - El Segundo, CA - Sept 2012 - present
Senior Funder

- Review and ensure all necessary documentation is provided prior to funding
- Prepare accurate closing packages and review all documentation for accuracy
- Give final authorization to close and disburse all loans
- Verify all information is correct and in accordance with HUD-1 standards
- Prepare monthly results report for end of month meeting
- Assist other departments when needed

The Party Staff - Los Angeles, CA -Aug 2008- July 2009
Banquet Server

- Set up banquet room as instructed by Banquet Captain to include linen, serveware and glassware
- Served all food courses and nonalcoholic beverage items to the guest in accordance with function requirements
- Seated guests as business demands
- Anticipated guests' needs and responded promptly
- Opened bottled wine and retrieved alcoholic beverage items from bar and serve to guests
- Maintained positive guest relations at all times
- Maintained complete knowledge of and complied with all departmental policies/service procedures/standards
- Completed closing side duties including breaking down all goods as specified and cleaning all equipment as necessary

ING Direct - Los Angeles, CA - Jun 2006 - Sept 2012
Loan Closing/Funding Associate

- Generating complete and accurate closing documents in a timely manner
- Reviewing HUD1 for compliance and acceptance
- Analysis of Title, Appraisal and Credit Reports
- Quality assurance review of all work completed prior to closing
- Preparing and Initiating wire requests for loan proceeds
- Providing status to Settlement Agents and Brokers

Sales Associate

- Sell Banking products and solutions to new and existing customers
- Handle 60+ inbound calls per day
- Meet monthly sales quotas
- Deliver professional and exceptional customer service
- Work effectively in a team inspired environment

Secured Funding Corporation – Costa Mesa, CA – Jan 2006 to Jun 2006

Account Coordinator

- Review loan documents for accuracy and State/County compliance
- Thoroughly review Deeds of Trust, Grant and Warranty Deeds, Notes and Addendum's, 1003's, etc. for accurate borrower information
- Ensure all signed documents are executed and Notarized correctly
- Originate collateral packages for each set of loan documents
- Contact Brokers, Title and Escrow companies daily to attain all correct documents for loan to proceed in pipeline

Argent Mortgage Company, LLC – Orange, CA – Nov 2004-Jan 2006

Account Manager

- Oversaw loan activity from opening to funding
- Thoroughly reviewed Subprime loan documents for accuracy
- Reviewed file to ensure that all conditions were met
- Communicated effectively with Mortgage Brokers, Loan Officers and Title agents
- Ability to understand and analyze 1003, credit, title, and appraisal reports
- Exhibited the ability to work well independently and with a team

49er Shops Catering- Long Beach, CA -Aug 2000-Sept 2004

Server

- Greeted guests as they arrived and assisted them with seating at tables
- Served the food and beverage in the order and to the expectation of the Banquet Captain to ensure consistency in the order throughout the banquet
- Cleared each course following procedures
- Resolved guest complaints, ensuring guest satisfaction
- Monitored and maintained cleanliness, sanitation and organization of assigned work areas
- Performed set up and breakdown of various stations such as buffet, dessert, coffee/espresso stations
- Effectively communicated with support crew and management

SKILLS

- Knowledge of Microsoft Word, Excel, Access, PowerPoint, Internet, Adobe Adobe Photoshop, Outlook