



MICHAEL

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE-INBOUND MORTGAGE SERVICING

First Source Solution Ltd. | November 2018 – July 2022 (3 Years, 9 Months)

- Handled pre- and post-mortgage inquiries for account holders, brokers, and solicitors; processed client payments, followed up mortgage applications, provided interest rate information, resolved complaints, and used banking tools such as UFSS, MSP+, PEGA, and Land Registry systems

CUSTOMER SALES REPRESENTATIVE

Greenwire Outsourcing, Inc. | September 2016 – March 2018 (1 Year, 7 Months)

- Sold and upsold beauty products, introduced product features and benefits, processed customer payments, and delivered customer-focused sales support to meet revenue targets

SKILLS/AREAS OF EXPERTISE

- Technical Support
- Customer Service (Inbound Calls)
- Lead Generation
- Appointment Setting
- Cold Calling
- Email & Calendar Management
- Customer Retention
- Billing & Payment Processing
- Complaint Logging & Resolution
- Mortgage Servicing Support (Pre- & Post-Mortgage Queries)
- Sales & Upselling
- Client Follow-ups & Application Tracking

TECHNOLOGY

- Zendesk
- Salesforce
- HubSpot
- Slack
- Athena
- Beacon
- Asurion
- Avaya
- Vicidial
- Cisco
- RingCentral
- Microsoft Office 365
- Google Workspace
- Asana
- Monday.com
- ClickUp

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