

Nicole Gilyard

Collateral Support Specialist

Kissimmee, FL 34744

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+1 407 800 9664

Verifying and providing quality assurance for mortgage loans.

Authorized to work in the US for any employer

Work Experience

Operations Specialist I

TRUIST (Formerly BB&T) - Orlando, FL

September 2021 to Present

Processing wires to fund mortgage loans

Processing Investor payments for clients within the mortgage warehousing

Provide exceptional client interaction and service pertaining to:

- Construction loan advances, payments and payoff
- loan repayments
- investor funding
- manual transfers
- Retention management
- client account updating (various client servicing needs)

Collateral Support Specialist

BB&T - Orlando, FL

September 2019 to Present

Receive and verify information on mortgage loans and notes to ensure accuracy

Shipping and Receiving of sensitive legal documents for mortgage lenders

Collateral control verification

Retention of mortgage documents

Administrative support

Customer service

Skip Tracer - Orlando, FL

October 2018 to August 2019

Accounting Principals)

Skip Tracing (Address/phone numbers)

Legal documents processing (Debt Validation requests, Cease and Desist orders, Credit Verifications)

Bankruptcy account processing

Processing of inbound complaint mail

Mail forwarding and address change requests

Customer service

Education

College 2022 - Present

Southern New Hampshire University - (BA, Business Administration)

High school Diploma

Miami Norland Senior High School - Miami, FL

Skills

- Administrative Assistance
- Call Center (15+ years)
- Customer Service (15+ years)
- Customer Care (15+ years)
- CSR
- Customer Support (1+ years)
- Data Entry
- Help Desk
- Direct Support
- PeopleSoft
- Debits & Credits
- Accounts Payable
- Auditing
- Data entry

Skills and Technical Attributes

TECHNICAL PROFICIENCIES

Accounts Payable/Accounts Receivable (A/P, A/R) • Knowledge of People Soft Financial Sys.

Human Resources/Personnel •Dispatch •Logistics Supervisor

Audits and Account Reconciliation • Competitive/Strategic Planning • Pharmaceutical/Laboratory

Administrative/Executive support • Excel, Word, Spreadsheet, Outlook • SAP