



Lucy Mortley

Loan Servicing Officer

I am a Loan Servicing Officer with over 3 years of experience in the industry. I have worked extensively with clients to ensure that their loan servicing needs are met in a timely and efficient manner. I possess excellent communication and customer service skills, which has allowed me to build strong relationships with clients. My attention to detail ensures that all aspects of the loan servicing process are completed accurately and thoroughly. I am able to work independently as well as part of a team, and have proven myself to be an asset to any organization

lucy.mortley@gmail.com 

(466) 261-2506 

3456 W End Ave, Nashville, TN 
37203

Education

**High School Diploma at
Nashville School of the Arts,
Nashville, TN**

Sep 2014 - May 2019

I have learned how to study for exams, how to do research, and how to write papers.

Links

[linkedin.com/in/lucymortley](https://www.linkedin.com/in/lucymortley)

Skills

Mortgage loan servicing

Mortgage loan origination

Loan documentation

Customer service

Data entry

Microsoft Office Suite

Languages

English

Dutch

Employment History

Loan Servicing Officer at LoanCare, TN

Jun 2022 - Present

- Streamlined the loan servicing process, reducing processing time by 34%.
- Negotiated with lenders to restructure loans and terms for over 100 delinquent borrowers, saving an average of \$2,000 per borrower.
- Developed a new training program for loan servicers which reduced error rates by 23%.
- Led a team of 7 loan servicers in resolving complex customer inquiries and complaints.
- Implemented a new system for tracking late payments which increased efficiency by 15%.
- Resolved conflicts between borrowers and lenders on behalf of the company, maintaining positive relationships with both parties.

Loan Servicing Specialist at ServiceLink, TN

Sep 2019 - May 2022

- Reduced delinquencies by 10% through improved customer communication and follow-up.
- Negotiated \$2MM in payment plans for delinquent customers.
- Assisted 200+ customers per week with loan questions and inquiries.
- Processed an average of 500 loans per month.
- Reviewed 100% of assigned portfolio monthly for accuracy.
- Trained 2 new Loan Servicing Specialists on company policies and procedures.

Certificates

Certified Mortgage Banker (CMB)

Oct 2020

Certified Residential Mortgage Specialist (CRMS)

Jul 2019

Memberships

American Mortgage Bankers Association

Mortgage Bankers Association