

ELIZABETH JEAN TAYLOR

ejtaylor@g.cofc.edu

(248)521-0131



PROFESSIONAL EXPERIENCE

TITLE CLEARANCE ANALYST

QUICKEN LOANS

DECEMBER 2006-PRESENT

REMOTE LOCATION: CHARLESTON, SC

- Evaluating title commitments or searches to determine title issues.
- Obtaining documentation for out-sourced title vendors to clear requirements.
- Communicating with attorneys offices to solve for title issues by obtaining specific legal documentation.
- Investigating additional liens that are showing on title by contacting the prior beneficiary (lender) or lien holder for a release of lien.
- Communicating with internal and external clients on the status and/or the particulars of current title issues.
- Creating specific affidavits and indemnification letter to insure Quicken Loans and the appropriate title company over an already existing title issue that can not be solved for by the information provided in public records.

BUSINESS CONSULTANT

QUICKEN LOANS

DECEMBER 2006-OCTOBER 2008

LIVONIA,MI

- Organized creative ideas submitted by team members within the company to implement changes within the organization.
- Observed specific areas focusing on being "hyperaware" of my surroundings and staying high-level on making a difference.
- Investigated areas within the company to uncover issues and solve problem Worked with affiliated companies such as Cleveland Cavaliers, Fat Head, and ePrize on improving internal processes to increase volume and productivity.
- Obtained data to justify that their is a need for improvement in specific areas within the company.
- Shadowed different roles within the companies and the abilities to execute and visibility into the tools needed to succeed. we worked with to build a core understand on particular team is doing with their time.
- Challenged all assumptions by questioning the validity of current processes.
- Monitored the success of new processes by gathering feedback from the team members within the area of change.
- Built presentations for leadership courses to give insight and ideas that make a daily routine more simple.
- Applied basic principles to create and build from the culture of each team within the company.

CAREER COORDINATOR/RECRUITER

SUCCESS MORTGAGE AND TITLE PARTNERS

JULY 2004-NOVEMBER 2006

PLYMOUTH, MI

- Administered the development of a referral based incentive program.
- Recruited Loan Officers and provided monthly training as well as 1 on 1 motivational meetings.
- Set up new employees with voicemail, email, marketing material, and user authentication to our systems and programs.
- Assembled and implemented a marketing profit center called "Marketing Library" for Loan Officers and Realtors*
- Supported the professional development of Realtors* by creating a comprehensive continuing education program
- Created a follow-up procedure for recruiting and retaining Loan Officers called "Every Touch Counts".
- Promoted to management team (worked directly with owners) and named company "Career Coordinator"
- Positively learned and trained procedures for new programs to help Loan officers build our business
- Coordinated and periodically lead company meetings and events
- Designed an email and direct mail recruiting campaign utilizing my centers of influence.
- Called local Realtors to acquire the names of their preferred Loan Officers and exploited the names as a lead source for recruiting.
- Helped Loan Officers build a center of influence with local Realtors.
- Marketed new ideas and created marketing pieces for Realtors, Loan Officers as well as Title Sales Representatives.

CLIENT CARE SPECIALIST

SUCCESS MORTGAGE AND TITLE PARTNERS

JULY 2004-NOVEMBER 2006

FARMINGTON HILLS,MI

- Mastered secretarial duties such as scheduling meetings, filing documents, answering emails and phones.
- Entered new title and/or appraisal orders, provided CPL, GAP, and 24-month chain of title letters.
- Scheduled closing, gatherings closing documents and verifying signatures.
- Corrected closing documents sent final documents to the county to get recorded.
- Revamped order entry process to get better use out of team members time.
- Created an online website for clients to enter their title orders online.
- Oversaw and trained the Customer Service representatives.

EDUCATION

- August 2004 - September 2005. Orchard Ridge College. Farmington Hills, MI.
- September 2003 – May 2004. Western Michigan University. Kalamazoo, MI.
- June 2003. Graduated Harrison High School. Farmington Hills, MI.

TECHNICAL SKILLS

- Proficient using Windows and Apple platforms.
- Strong background creating professional presentations using Keynote and other iWork (MAC) applications.
- Well-versed in CS5 applications such as Adobe Photoshop, Illustrator, InDesign
- Experienced using Word, Excel, Powerpoint, Publisher, One Note, and other Windows related programs.