

# MIKEYA JORDAN

Palm Bay, FL 32905

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## PROFESSIONAL SUMMARY

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Proficient service agent with superior work ethic and expertise in working from scripted responses to resolve customer problems. Driven and responsible with adaptable, solution-oriented nature. Excellent conflict mediator and efficient multitasker. Knowledgeable and dedicated customer service professional with extensive experience in mortgage industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## SKILLS

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- Auto
- Financial History Analysis
- Payment Schedule Computation
- Credit History Review
- Federal Lending
- Payment Plans
- Customer Accounts Management
- Refinancing Options
- Escrow Management
- Courteous with Strong Service Mindset
- Upbeat and Positive Personality
- Issue and Complaint Resolution
- Call Volume Analysis

## WORK HISTORY

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12/2021 to Current

### **Mortgage Specialist**

**SourcePoint** – Palm Bay, FL

- Evaluated pay stubs, credit history, tax information and bank statements for financial status.
- Explained legal aspects of loan to borrower, as well as payment terms and clauses.
- Remained updated with latest information related to mortgage products and services being offered.
- Created profitable and efficient solutions.
- Creatively solved business problems while specializing in organizational development, marketing and production management with track record of meeting revenue and profit goals.
- Developed new business and increased sales through targeted market penetration,

extensive training, business partnerships and customer relationships.

- Reorganized, streamlined and strengthened operations to maximize performance and profitability in highly competitive markets.

02/2019 to 04/2021 **Housekeeping Supervisor**

**Viera Hospital** – Melbourne, FL

- Communicated repair needs to maintenance staff.
- Worked with front desk to respond promptly to all guest requests.
- Trained and mentored all new personnel to maximize quality of service and performance.
- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
- Increased employee performance through effective supervision and training.
- Adhered to safety protocols by enforcing proper equipment usage.
- Maintained controls over expenses and inventory for optimal budget tracking.

03/2020 to 02/2021 **CNA**

**Atlantic Shores Nursing Rehabilitation** – PALM BAY, United States

- Answered call lights and supported patient comfort and safety by adjusting bed rails and equipment.
- Promoted good oral and personal hygiene by aiding patients with shaving, bathing and teeth brushing.
- Checked patient vitals such as temperature, blood pressure and blood sugar levels.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Cared for clients with diagnoses such as respiratory failure, diabetes, Parkinson's disease and muscular dystrophy.
- Offered immediate assistance in emergency and routine paging situations to evaluate needs and deliver care.
- Participated in fun group activities with patients to boost mood, improve overall memory and provide light entertainment.
- Provided care to patients throughout lifespan with consideration of aging processes, human development stages and culture.

04/2018 to 01/2020 **Laundry Technician**

**Palm Bay Memory Care** – PALM BAY, United States

- Operated laundry equipment and loaded machines, paying careful attention to capacity restrictions.
- Set up wash and dry cycles with appropriate settings such as spin speed, temperature and cleaning agents.
- Operated traditional and computer-operated washers and dryers while observing

all safety protocols.

- Collected soiled linens and clothing and pretreated stains.
- Maintained safety practices at all times to protect personnel and laundry loads.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.

## **EDUCATION**

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05/2021

**High School Diploma**

**Palm Bay Magnet Senior High School - Melbourne, FL**