

Nicholas (Nick) Welter

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651-492-8602, Eagan, MN

An experienced communicator and organizer, skilled at working with internal and external stakeholders, managing multiple deadlines, responding to emails/calls, and prioritizing independent tasks. Adept in office operations and documentation preparation.

Work Experience

Kendell Doors and Hardware, Mendota Heights, MN

January 2024 - March 2024

Project Coordinator

- Ensured materials shipped and sales orders stayed on track by facilitating a weekly meeting for project managers, pivoting to address risks, and implementing action items.
- Fulfilled project management's change order requests by creating a change order, entering required materials, pricing the order, creating a sales order, and sending a request to purchasing.
- Managed a past-due sales order project in order to increase company invoicing, by verifying timelines, gathering documentation, and collaborating across departments.
- Exported material lists from one system into another system so that material could be ordered and shipped to the jobsite.

State Farm, Remote

January 2023 - December 2023

Claims Specialist

- Communicated with stakeholders by making phone calls, maintaining confidentiality, and sending emails.
- Settled customer claims by researching, compiling, drafting, and preparing thorough documentation. Used documentation and analysis to determine appropriate course of action, referral, or response.
- Tracked claims, prioritizes tasks, and manages timelines to keep customers informed, following up as needed.
- Conveyed sensitive news and decisions with firmness and empathy, ensuring that policies/protocols are followed.

The Servion Group, New Brighton, MN

April 2020 - November 2022

Mortgage Loan Processor

January 2022 - November 2022

- Balanced priorities while managing the needs of multiple loans, ensuring mortgage closing dates were met.
- Organized a master list of tasks on multiple projects, tracking progress and most recent communications.
- Coordinated and scheduled mortgage closings with title companies and customers.
- Managed a high volume of documents and communications while maintaining accurate records.
- Planned ahead by providing deadlines to customers, anticipating the needs of underwriters, and verifying the capacity of the closing department to prepare closing disclosures. Provided quick follow up as needed.
- When unforeseen problems arose that affected last-minute deadlines, remained calm and communicated concisely and clearly with customers and relevant third parties.
- Reviewed appraisals and title documents and requested any updates needed.

Commercial Loan Servicer & Processor

April 2020 - January 2022

- Communicated with customers to answer questions, request documents, and provide time estimates.
- Employed a strong attention to detail while entering property tax and insurance ticklers into a software database for tracking and maintenance purposes.
- Reviewed loan documents and entered relevant information into our database so that we could service and maintain record of the loan for our partner.

Wells Fargo Bank NA

March 2016 - March 2020

Mortgage Processor, Minneapolis, MN

January 2018 - March 2020

Retirement Service Rep, Roseville, MN

March 2016 - January 2018

- Processed time-sensitive loans by collaborating with customers, internal employees, and third parties.
- Reviewed documents, while meeting deadlines and anticipating needs of others based on small details, before submitting them to underwriting.
- Maintained customer relations by communicating with borrowers about their home loans.
- Examined financial documents to confirm that they met industry standards.
- Maintained a record of giving out accurate information and a 100% Quality Assurance score on my calls.

Education

University of St. Thomas, St. Paul, MN

Graduated with Bachelor of Arts

Volunteer Work

- Youth mentor in West St. Paul
- Disaster relief trip to Mobile, AL
- Elderly care visitor in St. Paul