

ALANSCOTT BROCKWAY
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Seasoned IT and customer service professional with 30 years' experience catering to the needs of business clients in the real estate, travel and banking industries. Congenial and professional approach to customer care has yielded consistent accolades from employers, co-workers and clients. Over eight years at *ServiceLink* specializing in the complete Foreclosure, Asset Management and Title/Closing process. Transferred from the business side to Information Technology in 2008 utilizing my thorough knowledge of the business workflow. Proficient in functional, negative and regression testing. At *American Express*, coordinated travel and provided consultative services for business travelers from over 50 companies. Specialized in pricing and coordinating complex itineraries and ticketing for *British Airways*. Ability to coordinate services with multiple clients and vendors to ensure complete client satisfaction.

OBJECTIVE

Obtain a rewarding and challenging software quality assurance position testing complex software systems.

EXPERIENCE

SERVICELINK: Moon Township, PA

Quality Assurance Engineer - November 2008 to present

- Team member for the testing of REOLink. REOLink is a web-based .Net REO (Real Estate Owned) Asset Management system for the management of Bank-Owned properties covering the life cycle of an asset from foreclosure to closing.
- Team member for the testing of CACTIS and Vision. CACTIS is a Visual Basic product for the processing of real estate Title and Closing transactions. Vision is the web-based replacement for CACTIS. Vision is implemented in Flex.
- Integral part of a team that designed and tested integration for and communication between REOLink and CACTIS via BizTalk.
- Write and utilize thorough Test plans in HP Quality Center.
- Maintain excellent knowledge and working experience with test planning, test execution and test results analyses.
- Log and file detailed reproducible defects, maintained per SAS70 guidelines.
- Ensure a successful rollout of the REO application and features by participating in the smoke testing for releases.
- Edit and maintain Regression Test Script and Wiki for team.
- Provide feedback during specification review meetings.

SERVICELINK: Hopewell, PA

Team Lead/Title, Closing & Contract Coordinator - March 2003 to November 2008

- Provided conscientious intermediary services between borrowers and lenders, Real Estate Agents, mortgage brokers, asset managers, notaries, attorneys, courthouses, tax collectors, other financial institutions, and other members of the ServiceLink/Fidelity National Title Group.
- Affected expeditious loan closings by ordering loan payoffs, subordinations and releases, preparing deeds, affidavits and HUD-1 settlement statements.
- Assisted home loan refinance customers by researching titles, taxes, judgments and liens.
- Maintained thorough knowledge of the REO (Real Estate Owned) and Foreclosure processes including reviewing and processing real estate contracts, pre-closing, closing, post-closing and disbursing.
- Expertly utilized the proprietary systems of ServiceLink and various clients, the Microsoft Office Suite and various industry websites.
- Assisted Management by providing feedback on operational issues, client concerns, and staff development.
- As an on-site rep, put a face to ServiceLink to a new client. Successfully developed an impressive initial operational relationship, coordinated meetings, trained client's staff on ServiceLink's processes and systems, trained ServiceLink staff on client's processes and use of client's web-based REO/Asset Management system,

addressed immediate queries and concerns, provided feedback to management and sales on operational and technical issues. Created, reviewed and maintained workflow processes, documents and reports.

- Provided supervision and mentorship for three to five team members. Created, reviewed and maintained Pre-Closing and Contract process/workflow, forms and reports.
- Assisted co-workers with minor PC issues and Microsoft Office.

PNC Bank: Pittsburgh, PA - 2002-2003

Customer Service Representative:

- Processed an average of 35 customer calls per day, completing banking transactions and answering customer queries in a call center environment.
- Utilized PNC's proprietary banking system.

AMERICAN EXPRESS: San Francisco, CA - 1995-2001

Business Travel Counselor/Support Agent:

- Completed new and modified existing reservations and ticket requests for both domestic and international travel.
- Processed an average of 35 customer calls per day in a call center environment.
- Provided mentorship and in-house training to client-care team members, as well as other *AMEX* employees, regarding operational procedures, fares, ticketing and geography.
- Assisted Team Leaders and Management by providing feedback on operational issues, client concerns, staff development and technical projects.
- Served as a member of the Quality Circle and Diversity Teams, developing office procedures improvements and organizing events and activities designed to enhance workplace diversity.
- Provided technical support including fileserver maintenance, beta testing, upgrades and quality control inspections.

BRITISH AIRWAYS: New York, NY & San Francisco, CA - 1986-1992

Retail Sales Agent, Fares/Pricing Agent, Reservations Sales Agent:

- Provided superior customer service to international travelers and travel agents, selling international reservations, car rentals, hotel accommodations and tour packages for British Airways, a world-renowned, London-based international airline.
- Responded to an average of 50 calls per day in a call center environment in New York and an average of 30 walk-ins per day in a ticket office in downtown San Francisco.
- Provided internal customer support to airports, reservations and sales staff with ticketing, fares and information technology.
- Served as Unit Coordinator, organizing workflow and maintaining statistics.
- Travelled frequently for customer service seminars and providing relief duties to other offices throughout the United States.

JAMAICA SAVINGS BANK, FSB: New York, NY 1981-1987

Customer Service Supervisor

- Assisted depositors with a local New York savings bank (now part of North Fork Savings) with all banking needs.
- Sold Bank products, Travelers Checks and sold and redeemed U.S. Savings Bonds
- Trained, supervised and evaluated Tellers and Customer Service Representatives.
- Organized and assisted in conducting Customer Service seminars.
- Saved \$3K in lost funds through detection of fraudulent depositor schemes.

EDUCATION

COMMUNITY COLLEGE OF BEAVER COUNTY: Monaca, PA

Major: Web Programming, 2011-present

UNIVERSITY OF CALIFORNIA - BERKELEY EXTENSION: San Francisco, CA

Introductory courses in Networking, Database Management (SQL) and Visual Basic, 1996-1998

AMERICAN INSTITUTE OF BANKING: New York, NY

Certificate: Banking Operations and Supervision, 1984

NEW YORK UNIVERSITY: New York, NY

Liberal Arts Coursework, 1981-1982