

# Dalia Alvarado

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## Professional Summary

• Expert in building relationships • People person • Problem solving mindset • Eager to always learn

Licenses: Realtor in FL and TX  
Mortgage Loan Officer TX, NMLS # 2702271

## Work Experience

**REALTOR in TX and FL** – Dalton Wade Corp

### **Mortgage Loan Officer Assistant**

Southern Mortgage Solutions-United States  
August 2025 to December 2025

- Entered and verified borrower, property, and loan data into Loan Origination Systems (ARIVE).
- Reviewed loan documents for completeness and accuracy prior to processing.
- Organized digital loan files according to compliance and internal guidelines.
- Maintained accurate tracking of conditions and required documentation.
- Communicated with borrowers and internal teams to resolve data discrepancies.
- Ensured confidentiality and data integrity throughout the loan lifecycle.
- Communicate with Realtors and customers about all stages of the loan.
- Following up with new potential clients

### **Customer Service Experience E Mortgage Capital-Remote, TX**

May 2025 to July 2025

- Successfully set appointments with potential clients through cold calling and lead generation
- Outbound calling over 1000 leads on a daily basis with a 3/Dialer
- Built rapport with potential clients by actively listening to their needs and providing tailored solutions based on company offerings
- Managed objections effectively by addressing concerns and highlighting key selling points to secure appointments with Loan Officers
- Maintained a high level of professionalism while representing the company's brand image during all interactions with prospects
- Contributed to a positive team culture by sharing best practices, providing support to colleagues when needed, and celebrating collective successes
- Recognized by leadership as one of the top agents that drove major business to the company

### **Customer Service Representative**

## **Acorn Legacy Inc.-Arlington, TX**

April 2025 to May 2025

- **Conduct Outbound Calls:** Initiated and managed outbound calls to customers with overdue payments, effectively communicating the importance of timely payments and resolving outstanding balances.
  - **Payment Arrangements:** Assisted customers in understanding their payment options and facilitated the establishment of payment plans to bring accounts current, ensuring compliance with company policies.
  - **Customer Relationship Management:** Built and maintained positive relationships with customers by providing exceptional service, addressing inquiries, and resolving disputes related to overdue payments.
  - **Account Management:** Monitored and tracked customer accounts to ensure timely follow-up on payment commitments, documenting all interactions in the customer relationship management (CRM) system.
  - **Negotiation Skills:** Utilized strong negotiation skills to encourage prompt payment while maintaining a professional and empathetic approach to customer concerns.
  - **Problem Solving:** Identified and addressed potential issues that could hinder payment, offering solutions and alternatives to assist customers in fulfilling their financial obligations.
- Reporting:** Prepared and submitted regular reports on collection activities, payment trends, and customer feedback to management for review and strategy development.
- Compliance:** Ensured adherence to all relevant laws and regulations regarding debt collection practices, maintaining ethical standards in all communications.

## **Service Technician DOK ENERGY GROUP LLC-Naples, FL**

June 2021 to July 2024

Handling inbound calls from residential, business and hospitality customers, serving as the second level of trouble support for all services, serving as a secondary route choice for all other service center activities, including new order request, billing assistance, etc, Review schedule trouble tickets for possible remote resolution. Perform follow-up testing, and/or troubleshooting to assist customers with the most accurate and timely response to their technical support issue(s), escalate where needed, other duties as assigned. Customer retention, branding company's services.

## **Technical Engagement Specialist HOTWIRE COMMUNICATIONS-Fort Myers, FL**

November 2020 to December 2021

Handling inbound calls from residential, business and hospitality customers, serving as the second level of trouble support for all services, serving as a secondary route choice for all other service center activities, including new order request, billing assistance, etc, Review schedule trouble tickets for possible remote resolution. Perform follow-up testing, and/or troubleshooting to assist customers with the most accurate and timely response to their technical support

issue(s), escalate where needed, other duties as assigned. Customer retention, branding company's services.

### **Aloha POS Specialist Jasons Deli-Grand Prairie, TX**

May 2018 to April 2020

I worked at the warehouse distribution center in Grand Prairie TX, at the IT Department, my responsibilities would vary, but my main responsibility was to support all Jasons deli restaurants, assisting the deli employees and managers in any issue they would have with the Aloha POS system (Hardware & Software), participated implementing the credit card readers, updating terminals and servers, supporting hardware and software issues, that includes handling devices replacement process, assigning an internal company asset number, contacting our vendor NCR/HP to replace the equipment under warranty, and update the assets in ITSM system, to keep track of them, and also grabbing the certificate keys to activate the software license on the servers. Purchased more email licenses with gmail as needed and set up mailboxes for users. Troubleshooting the IBM inline ticketing printers, kiosks, online ordering system (used Last PAS to keep track of this software licenses), Back of the house server replacement, chip readers system implementation to remain compliant with government regulations, reimaging terminals and servers, ensuring customers retention.

### **Customer Service AIG-Remote**

October 2015 to October 2016

Providing Customer support to AIG Employees worldwide. Assisting employees with any issues regarding password reset, email set up, deployment of new software, upgrades, browser compatibility issues, issues with connecting via Citrix (virtual machines), also assisting employees after hours when trying to connect remotely from home.

### **Help Desk Support Southwest Airlines-Dallas, TX**

May 2012 to December 2013

Software: Assisting employees with over 420 applications, first initial troubleshooting and escalation as needed to the appropriate departments, assisting with password reset, terminations, creation of DGs and mailboxes in the Exchange console, Citrix connectivity issues, Pushing applications via SCCM, Font size, performance, printing, Windows, Outlook profile issues, etc

Hardware: Installation and troubleshooting of Toshiba, HP and ATP printers, Displays, Kiosks, Scanners, Kronos clocks, contacting vendors (DELL, Toshiba) after initial troubleshooting and if parts need to be replaced. Ticketing system used: Remedy Primary role: Supporting SWA Employees (46,000+) 48 stations Operating systems: Windows XP, Printers: Toshiba ESTUDIO, HP, ATP

Help Desk Technician II Fort Worth, TX

NCR

May 2011 to February 2012

Supporting their POS customers with the Aloha system, software and hardware, troubleshooting their terminals connected in a star topology to the File Server in the backoffice, printers configuration, general application usage training, remoting to each site through Command Center and be able to fix issues by checking their DEBOUTS.logs and replacing corrupted files, etc. Ticketing system used: ITSM Primary role: Supporting Aloha (QS/TS) Operating systems: Windows XP, 7 Printers: IBM Remote tool used: Command Center Topology: TCP/IP star LAN/WANUTA - IT Helpdesk supervisor Arlington, TX Jul 2009 – Jun 10 Performed supervisory duties including hiring, mentoring student workers monitoring their performance and attendance, take calls from college students and faculty/staff on any computer related issues they might be having trouble with like: VPN connections, wireless set up, e-mail OWA, Outlook, password reset issues, account activation assistance. Process e-mails, and special request to escalate to different IT departments. Ticketing system used: Heat/ITSM Primary role: Supervising 20 worker students Operating systems: Windows XP, 7, Mac

### **Desktop Technician PDS-Irving, TX**

June 2008 to December 2008

Supported face to face and over the phone end users with any application/hardware issues, creating accounts for new hires and performing terminations, re image laptops (DELL 600 series) and Desktops, installing equipment and/or shipped it out to field locations, contacted vendors and replaced parts as needed, printer issues, phones, moves, kept track of asset inventory. Ticketing system used: e-mail Customer Service Engagement

Administrative / Data Entry Support

United States E Mortgage Capital

· Performed high-volume calls to leads.  
· App Intake  
· Reviewed documents and corrected inconsistencies in client records.  
· Maintained spreadsheets and internal tracking systems.  
· Supported operations by meeting strict turnaround times.

Education

Computer Engineering (Bachelors degree)

Computer Engineering (Bachelors Degree)

UACJ

Upper secondary education

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Bilingual - Fluent

Certifications and Licenses

CompTIA A+

Present

CompTIA Network+

Present

MCP

Present

CompTIA Certified Technical Trainer

CompTIA Cloud+

MCITP

MCSA  
CompTIA Security+  
Non-CDL Class C  
Driver's License