

DATE: 03/06/2012

TO: City Clerk

FROM: Representative Michiel Noe, District 5

ADDRESS Two Civic Center Plaza, 10th floor TELEPHONE 915-541-4701

Please place the following item on the (Check one): CONSENT XXX REGULAR _____

Agenda for the Council Meeting of March 13, 2012

Item should read as follows: Appointment of Raquel A. McCoy to the Foster Grandparent Advisory Council by Representative Michiel Noe, District 5.

SPECIAL INSTRUCTIONS: _____

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Foster Grandparent Advisory Council

NOMINATED BY: Representative Michiel Noe DISTRICT: 5

NAME OF APPOINTEE Raquel A. McCoy
(Please verify correct spelling of name)

BUSINESS ADDRESS: Security National Mortgage Company, 11601 Pellicano Suite #14 and #15

CITY: El Paso ST: TX ZIP: 79936 PHONE: 915-307-7212

HOME ADDRESS: _____

CITY: El Paso ST: TX ZIP: _____ PHONE: _____

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: VACANT

EXPIRATION DATE OF INCUMBENT: 06/19/2011

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: X
RESIGNED _____
REMOVED _____

CITY COUNCIL APPROVAL DATE: 03/13/2012

TERM BEGINS ON : 06/20/2011

EXPIRATION DATE OF NEW APPOINTEE: 06/19/2013

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM: X
2nd TERM: _____
UNEXPIRED TERM: _____

Raquel McCoy

- Sales / Business Development/ Highly Motivated
- Excellent interpersonal, communication and relationship-building skills. Listen attentively, communicate persuasively and follow through diligently.
- Technical skills/Word, Excel, PowerPoint, Microsoft Outlook
- NMLS #460935/License #107636
- Wells Fargo Credit Counseling Certification
- Bilingual/Spanish (fluent)

Key Competencies

- Customer Service
- Referral/Repeat Business Generation
- PowerPoint Presentations
- Public Speaking
- Complaint Handling
- Consultative Sales
- Sales Reports & Correspondence
- Military Affiliation

Education

Bel Air High School/ El Paso, Texas
Graduated May 1983

Park University/ Ft. Bliss, Texas- Enrolled

Work Experience

Vandyk Mortgage Corporation-El Paso, Texas-August 2011-current

Originate FHA, Conventional, and VA mortgage loans, Reverse Mortgages, Business Partnership building, develop business relationships in the real estate community, hold sales meetings

RMS-Reverse Mortgage Solutions- El Paso, Texas-April 2011-July 2011

Reverse Mortgage Business Building and Sales (NMLS#460935/ License #107636)

Motherhood Maternity-El Paso Texas-August 2010-January 2011

Customer service, cashier, closer

Bank of America-El Paso, Texas 3/15/2008-4/15/2011

Reverse Mortgage Loan Officer-Business building in the local community, team building with banking center personal bankers, business partner relationship building, and service bank customers.

Sales Accomplishments:

- Top application and closings
- Promoted to Assistant Vice President 2009
- Presidents Club Member

Bank of America- El Paso, Texas 7/1997-3/2008

Mortgage Loan Officer- Marketing, Sales Presentation, Customer Building Relationships, Sales of FHA, VA, and Conventional Mortgage Loans, Service Banking Centers, Realtors and Local Builders; pipeline management.

Sales Accomplishments:

- Top In Production 2000-2001
- Lend Award Recipient 2000

Raquel McCoy

Well Fargo Bank, El Paso, Texas 4/2005-2/2006

HMC- Mortgage sales, business relationship building with banking centers, builders and agents

Champion Lending Group(Mortgage Broker), El Paso, Texas 4/2006-9/2006

Mortgage Loan Officer- Originate sub-prime loans and prime conventional loans, commercial loans, build relationships with realtors and builders

Sun World Savings Bank-El Paso, Texas 3/1995-8/1996

Mortgage Loan Processor-Processed mortgage loans, and set up loans for closing. Followed through to closing and funding, maintained loan pipeline, and set up of loans, submitted loans to underwriting and met all guideline required conditions.

Merchants Bank-Spangdahlem, Germany 6/1988-2/1992

Personal Loan Officer- I started as a part time teller then I was moved to a full time teller position. After working full time on the teller line I was promoted in to a loan officer position. I served the military service member by taking the loan application. My duties involved reviewing of credit, LES statements, and verified military member's status for loan approval. Prepared applications for auto loans, and personal loans, submitted to management for approval. I attended customer service training, teller training, and training on credit handling. I assisted branch manager in collecting on returned checks and fees, and on overdraft account.