CORA BENJAMIN

CONTACT

Address : Worthington, OH

LinkedIn : www.linkedin.com/in/cora-benjamin-63474821

SKILLS

- Writing and editing
- Proofreading
- Document editing
- Creating job aids
- Technical communication
- Editing for flow, readability and understanding
- Cross-line communication
- Microsoft Office Suite
- Standard operating procedures
- Efficiency improvement

PROFESSIONAL SUMMARY

Experienced with creating and refining procedures to enhance productivity and compliance. Utilizes analytical skills and problem-solving abilities to identify and address inefficiencies. Determined to pursue a career in Technical Writing.

EDUCATION

Technical Writing Certificate, Expected in 10/2026
Oregon State University
Currently enrolled in the Technical Writing Certificate program

Bachelor's of Arts: English, Theatre
Ohio State University - Columbus, OH

WORK HISTORY

Legal Assistant - Client System Specialist, 01/2022 to 02/2026
The Manley Law Firm, LLC - Columbus, OH

- Prepared documents for filing in the courts.
- Created and updated official procedures and job aids used by myself and others.
- Kept a detailed and updated list of the tasks for my role as Client System Specialist and how to complete them.
- Updated clients daily regarding their foreclosure sales through multiple database systems.
- Followed County, State, and Federal Laws pertaining to the foreclosure sales process.
- Reduced errors in court filings by meticulously proofreading documents for accuracy before submission.
- Analyzed existing workflows, identifying areas for process improvement and optimization.
- Collaborated with cross-functional teams to align procedural changes with organizational goals.
- Conducted training sessions for staff on updated policies and best practices to ensure compliance.

Account Specialist II, Servicemember Civil Relief Act (SCRA) Home Lending Team, 12/2013 to 12/2021
JPMorgan Chase - Columbus, OH

- Subject Matter Expert for SCRA Amortization Schedule (AM Schedule) process.
- Developed and implemented standardized procedures to enhance operational efficiency.
- Collaborated with others to create new process procedures from their notes and outlines.

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- Reviewed daily, weekly, monthly reports for SCRA Home Lending and Auto loan maintenance.
- Processed the requests for SCRA Military benefits on mortgage loans.
- Managed client accounts, ensuring timely communication and resolution of inquiries.
- Completed routine and complex account updates to resolve problems.
- Analyzed existing workflows, identifying areas for process improvement and optimization.

Compliance Support Specialist II, 10/2011 to 12/2013
JPMorgan Chase - Columbus, OH

- Operated within the Compliance Support Group reviewing and generating mortgage loan documents for accuracy and completeness while ensuring compliance with federal and state mortgage regulations.
- Analyzed data for process improvement on the Research Team and prepared daily and monthly reports.
- Addressed discrepancies with loan processors and underwriters to ensure compliance.