**Alia Handfield**

Coral Springs, Florida 33163 ♦ 248 259 9042 ♦ aliahandfield@gmail.com  ♦

Professional Summary

Results- oriented and highly motivated professional with years of experience. Proven track record in driving results through strategic planning, customer relations, and team leadership. Known for exceptional problem solving skills, and commitment to delivering high-quality outcomes. Adept at managing tasks and projects, collaborating with cross-functional teams, and building lasting relationships with clients and stakeholders, Passionate about continuous learning and consistently exceeding performance targets,

Skills

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| * Licensing Compliance & Documentation |  | * Team Leadership & Development |
| * Cross Functional Collaboration |  | * Regulatory Compliance |
| * Communication |  | * Detail Oriented |

Work History

**Licensing and Carrier Contracting, Team Lead** , 07/2022 - Current

**Enhance Health Insurance Company** – Sunrise, Florida

* Coordinate onboarding process for new carriers, ensuring all documentation is accurately completed and filed in compliance with industry regulations.
* Maintain a comprehensive database of carrier contracts, licensing status, and regulatory filings.
* Manage renewals and updates for existing carrier agreements and licensing appointments across multiple jurisdictions.
* Collaborate with compliance teams to resolve any discrepancies in carrier information and ensure continued compliance with state and federal regulations.
* Develop and implement training programs for new team members and ongoing professional development to enhance knowledge of industry standards and internal processes.
* Oversee the review, execution and maintenance of carrier contracts and agreements ensuring compliance with state and federal regulations.
* Monitor status of licensed and pre-licensed agents, purchasing non-resident licenses and offering contracting support as needed.
* Conduct audit reviews and perform additional duties as assigned by the Licensing Manager.

**Mortgage Specialist**, 06/2013 - 03/2022

**Flagstar Bank** – Detroit. Michigan

* Enhanced client trust in the organization through transparent communication and consistent delivery on commitments.
* Achieved high customer retention rate through exceptional relationship management and personalized service.
* Pre-qualify borrowers by analyzing credit reports, income, debt, and asset information to determine loan eligibility.
* Explained legal aspects of loan to borrower, as well as payment terms and clauses.
* Manage the loan application at closing, ensuring timely documents collection and adherence to regulatory guidelines.
* Work closely with underwriters to ensure smooth transaction flow.
* Stayed current on industry trends, interest rates and changes to loan regulations to provide clients with up-to-date information.

Education

**Associate of Arts**: Liberal Arts, General Studies, Healthcare Administ, 06/2001

**Oakland Community College** - Detroit, Michigan

Real Estate Training

Middleton Real Estate

Justice of the Peace