Laura Bennington

Escrow Officer

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SUMMARY

Escrow officer with 10 years in California residential escrow, carrying 60 to 80 open files and closing about 30 transactions a month. Manages each transaction from opening to disbursement, works through title insurance and payoff issues, and keeps buyers, sellers, lenders and agents informed. Known for customer service that brings agents back with repeat business.

EXPERIENCE

Escrow Officer

01/2020 - Present

Pacific Crest Escrow

San Diego, CA

Independent escrow company with 4 offices in San Diego County.

- Manage **70** open files at a time and close about 30 residential sale and refinance transactions a month.
- Review title insurance commitments and resolve liens, judgments and vesting issues on 15 files a month before signing.
- Balance closing statements and closing disclosures with lenders, disbursing 100% of funds on the day of recording.
- Verify every wire by phone under a wire fraud prevention protocol, with zero lost funds since 2020.

Escrow Assistant

06/2016 - 12/2019

Coronado Bay Settlement Services

Carlsbad, CA

Residential settlement office closing about 600 transactions a year.

- Supported 2 senior officers on 120 open files, preparing instructions, amendments and demand requests.
- Ordered payoff demands, HOA documents and pest reports through Outlook and SoftPro for 40 files a month.
- Prepared estimated closing statements in Excel and SoftPro, with 97% matching final figures.
- Answered 50 agent and client calls a day, building relationships with 25 repeat agents.

SKILLS

- **Escrow**
- **Residential Escrow**
- **Title Insurance**
- **Closing Statements**
- **Closing Disclosures**
- **SoftPro**
- **Wire Fraud Prevention**
- **Excel**
- **Outlook**
- **Customer Service**

EDUCATION

Bachelor of Science

San Diego State University

Business Administration

San Diego, CA

05/2016

CERTIFICATES

Certified Senior Escrow Officer (CSEO)

California Escrow Association

04/2022