

# JESSICA CLAIRE

 resumesample@example.com  
 (555) 432-1000  
 100 Montgomery St. 10th Floor

## SUMMARY

Quality-focused Data Entry Clerk experienced in data processing, and transcription. Skilled at entering data quickly with strong attention to detail and accuracy. Team player with outstanding communication skills and flexibility in working with others.

## SKILLS

- Data Reporting
- Data Input
- Error Verification
- Log Book Updates
- Data Auditing
- Written and Verbal Communication
- Document Management and Storage
- Time Management
- Project Management
- Data Verification
- Alphanumeric Entry
- Self-Starter
- Decision Making
- Multitasking and Prioritization
- Attention to Detail
- Microsoft Office Suite
- Verifying Data Accuracy
- Discrepancy Resolution
- Microsoft Excel

## EDUCATION AND TRAINING

**East Mountain High School**  
Sandia Park, NM • 05/2004

*High School Diploma*

## EXPERIENCE

**Oregon Community Credit Union - Aviation Data Entry Specialist**  
Salem, OR • 03/2022 - Current

- Transferred data from hard copies to digital databases, organizing information in new formats.
- Responded to daily inquiries and requests within mandated timeframe to meet deadlines.
- Proofread and edited documents to correct errors.
- Checked import and export documentation to determine cargo contents.
- Assisted with customer requests and answered questions to improve satisfaction.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Collected and organized information for entry, prioritizing entries to increase efficiency.
- Inputted Airway Bills and House Airway Bills into Descartes Air Manifest System
- Lead auditor of completed flight data entry

**Xenith Bankshares, Inc. - Mortgage Loan Processor**  
Marietta, GA • 01/2017 - Current

- Assembled and verified accuracy of residential loan documentation
- Provided advice to customer regarding advantages and disadvantages of different products
- Received inquiries from prospective customers regarding all types of mortgage and construction loans
- Reviewed and validated information provided for underwriting and update systems
- Ensured data integrity to confirm accuracy of automated underwriting findings to file
- Developed referral sources for mortgages through partnerships with retail branches
- Inputted proper loan information into system for processing
- Facilitated open communication with Lending staff throughout entire loan process
- Met Closing Service Level Agreement set by Management
- Met deadlines, achieve goals and work under pressure in dynamic and complex environment
- Communicated underwriting decisions with processors and loan officers
- Developed knowledge of company products, policies and procedures and underwriting requirements
- Maintained security and confidentiality of pertinent information and records
- Gathered information and took each file from underwriting decision to closing
- Moved files through process from application to closing
- Engaged with sales staff regularly to meet customer needs
- Provided continuing counsel and customer service to borrower throughout entire loan process.

**Zeal Credit Union - Consumer Loan Specialist**  
City, STATE • 01/2017 - Current

- Applied concepts such as fractions, percentages, ratios and proportions to practical situations
- Presented positive, successful image of credit union through professional appearance and courteous attitude
- Executed filing, balancing and documentation of loan customers
- Reviewed and analyzed credit requests to conform to underwriting guidelines
- Interviewed applicants to obtain pertinent information regarding loan needs
- Ordered Line of Credit checks for Home Equity Line of Credit accounts
- Provided advice to customer regarding advantages and disadvantages of different products
- Updated databases of loan products for sale and referral services
- Communicated in clear, concise, organized and professional manner
- Maintained loan quality in compliance with Bank policy, underwriting standards and documentation requirements
- Demonstrated professionalism and respect to both external and internal customers and partners
- Kept management appropriately informed of area activities and of any significant problems
- Inputted proper loan information into system for processing.

**Flagstar Bank - Warehouse Mortgage Processor**  
City, STATE • 01/2014 - 09/2015

- Reviewed applications and initial loan documentation for compliance and accuracy
- Conveyed correct information regarding mortgage loan policies and procedures
- Obtained any and all additional information necessary for settlement
- Submitted mortgage loan application file for underwriting approval
- Obtained borrower documentation once underwriting decision has been obtained
- Verified all loan documents have been received and loan conditions have been met
- Assisted Loan Processors in processing mortgage loans
- Provided status updates to Loan Officers, borrowers and agents
- Reviewed and validated information provided for underwriting and update systems
- Moved files through process from application to closing
- Assisted originators in maintaining production and developing relationships
- Reviewed Title Policy, Tax Certs, Hazard Insurance and Surveys for accuracy.