

Jessica Claire

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SUMMARY

High Energy, hardworking, with a motivating positive attitude and presence. Many years of experience working directly with clients. Excelling at relationship-building and maintaining relationships with all fellow employees and clients. Expert at communication and strong interpersonal skills.

SKILLS

- Relationship Building
- Customer Relationships
- Proficient in technology
- Teamwork and Collaboration
- Internet Savvy
- Customer Training
- Supporting Sales Team
- Employee Mentoring

EXPERIENCE

ACCOUNT MANAGER (REMOTE) 01/2022 to 08/2022

Broadlume | New York, NY

- Handle pipeline management including proactively managing estimated close dates, facilitating CD requests, ensuring purchase transactions meet close of escrow requirements, and monitoring loan status for lock expirations. I worked closely with the brokers and account reps to keep them updated on their pipeline and lock deadlines.
- Act as a liaison between brokers and account executives; providing customer service by answering status and other loan specific questions. I built a great working relationships between brokers and Account Reps providing above average customer service with my ability to make each person feel special.
- Enter and verify accurate loan data in Loan Origination System, run additional applications such as AUS, FHAC, Social Security Validations, Fraud Reporting, Transcript ordering, etc. as needed .
- Work closely with underwriters to clear conditions and communicate loan approvals to brokers. I worked closely with the Underwriters and developed close relationships to achieve the best scenario for our clients.
- Other duties and/or mortgage related tasks as assigned by management. I helped facilitate the tech set up for everyone working from home and also helped to train the new hires that came on shortly after myself.
- Accomplished building and maintaining productive relationships with all customers and internal partners.
- Oversaw multiple accounts and worked diligently to meet and exceed performance goals.

CLIENT RELATIONSHIP MANAGER (REMOTE SINCE COVID) 04/2014 to 01/2022

Caliber Home Loans | City, STATE

- Handle pipeline management including proactively managing estimated close dates, facilitating CD requests, ensuring purchase transactions meet close of escrow requirements, and monitoring loan status for lock expirations. Managed and closed over 100 loans a month, the past couple of years of employment while maintaining and collaborating with the brokers, sales team, underwriters and closing team.
- Act as a liaison between brokers and account executives; providing customer service by answering status and other loan specific questions. I cultivated strong relationships with the sales team, brokers, underwriters and closing team.
- Enter and verify accurate loan data in Loan Origination System, run additional applications such as AUS, FHAC, Social Security Validations, Fraud Reporting, Transcript ordering, etc. as needed.
- Work closely with underwriters to clear conditions and communicate loan approvals to brokers. Worked aith FHA, VA, USDA, and conventional loans.
- Other duties and/or mortgage related tasks as assigned by management.
- Maintained long-term, profitable relationships with clients through problem solving, issue resolution and recommendation of new products and services.
- Received, responded to and resolved customer issues or complaints quickly, resulting in increased client satisfaction.
- Established new and maintained existing client relationships by cultivating open and positive dialogue, delivering high-quality service and following up after sales close.
- Built customer confidence by actively listening to needs and concerns and providing appropriate solutions.

BUSINESS OWNER 01/2008 to 12/2017

The Fitness Fuzion | City, STATE

- Developed and created business from ground up.
- Planning and execution of large events, fundraisers and workshops.
- Promoted business on social media platforms to maximize brand identity and expand brand awareness and attract new customers.
- Devised business and marketing plans.
- Created and implemented marketing and advertising strategies to support revenue goals and promote strategic growth.
- Hired and trained instructors to support brand logo and increase revenue.

LOAN PROCESSOR FOR AGRICULTURAL LOANS 02/2010 to 02/2013

Rabo AgriFinance | City, STATE

- Worked directly with Relationship Managers, General Counsel, Closers and appraisers.
- Reviewed compliance documents and generated loan documents
- Created and completed loan submission packages.

EDUCATION AND TRAINING

High School Diploma 05/1977

Parkway West Senior High, Ballwin, MO

Southern Illinois University Edwardsville, Edwardsville, IL

ACCOMPLISHMENTS

- Successfully started a business with my sister from the ground up.
- Created and marketed the business to become a household name in the St. Louis area.
- Developed long term relationships with 100's of new clients.
- Work well with all fellow employees