

ABC Banking – Main Town, ST

November 2010-April 2015

Serves nearly half of America's households with broad range of financial services, including personal banking, credit cards, mortgages, auto financing, investment advice, small business loans and payment processing.

Senior Loan Processor

April 2012-April 2015

Hired in to streamline department, eventually transitioned to team working on full doc refinances. Served Private Wealth client loans and assisted customers through closing. Reviewed loan applications to ensure complete and accurate submission to underwriting. Worked with title company to clear files for closing; obtained title work and taxes to ensure against issues impacting bank lien position. Scheduled loans for closing and forwarded to closing department. Assisted underwriting team with HELOCs inquiries. Translated overly technical conditions into understandable language for communication to clients. Assisted management in trend analysis to identify problems, from application through post-closing.

Delivered Results:

- Consistently ranked among top loan producers in terms of volume, with most loans sent to closing in November 2014 and February 2015.
- Selected as team lead, which involved standing in for team manager and assisting team members with inquiries and issues. Served as main point of contact for new team members on efficiency and productivity strategies.
- Selected twice to participate in quality control projects during tenure.

ABC Banking – Main Town, ST**Customer Care Professional**

November 2010-April 2012

Responded to inbound customer service requests. Reviewed mortgage loan notes, payment histories, escrow information, and payment irregularities. Opened work orders for additional requests. Reviewed and edited training materials for new hires. Assisted agents daily by handling questions on policies and procedures.

Delivered Results:

- Performed as pseudo team lead and sales captain as contributor to Customer Care Department. Served as SME for cross-sales-related questions and acted as disbursement specialist to group for new sales initiatives.
- Received performance-based awards and recognition:
 - Eminence Club Awards for perfect customer satisfaction surveys.
 - Service Award and Collaboration Award for consistent demonstration of home lending values.

Education

Bachelor of Science Agribusiness and Applied Economics (Minor: Communications)
State University, Main Town, ST

Technical Skills

NetOxygen | MSP | VLS | CLOSIR | RealEC | Customer Assist | iVault | Instant Image | Connect | Exposure Now (iCRD) | Workstation (CMAO) | Mortgage Express | Microsoft (Word, Excel, Access, Outlook) | Adobe PDF Creator