

JESSICA CLAIRE

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CAREER SUMMARY

Highly motivated, Relationship Banker with 10+ years of extensive knowledge in banking and lending procedures. I thrive best on providing outstanding customer service, being a team leader, working well under pressure, resolving issues, handling high customer volume and sharing our products to ensure all of our customers banking needs are met.

Skills

- Passionate about providing excellent Customer Service
- Works well under-pressure & with others
- Excels in team leadership
- Complex problem solving
- Strong verbal/written communication
- Excellent work ethic
- Enjoys Cross-selling products and services
- Performance-driven
- Quick learner
- Detail-oriented
- Loyal
- Flexible
- Skilled in: Horizon, Microsoft Office, Loreta, Eppraisal, NADAguides

Work History

Business Banking Administrative Assistant, 05/2019 to 09/2019

First National Bank Texas – Paris, TX

- NMLS# 1859987 License
- Supported up to 5 Loan Officers with loan administrative assistance
- Worked close as a team with other employees to ensure accurate and smooth closings
- Processed loan payments, transfers, daily NSF lists, checked daily court records
- Opened personal checking accounts for new loan customers
- Contacted customers for updated credentials for loan renewals
- Communicated with customers daily to request information and ensure completion of loan closings
- Conducted pre-funding and funding activities
- Ordered appraisals, insurance quotes, payoffs, HUDS, title work ect

Mortgage Administrative Assistant, 03/2017 to 03/2019

Centris Federal Credit Union – Council Bluffs, IA

- Trained as back-up Processor/Closer/Shipping Coordinator for multiple Loan officers on VA, FHA, Conventional, USDA & New Construction loans
- Ordering appraisals, transcripts 4506T, W2, title work, HOI quotes, VOE's, pulling flood certificates, balances, wires & bank statements
- In putting/updating customers data from the file into the multiple government programs and websites
- Kept good communication between all parties involved by phone & email
- Handle all clerical duties such as processing/logged/deposited/scanned/uploaded all appraisal checks and mortgage payments, emailing or faxing off insurance transfer letter/requests

Loan Assistant for Sr Vice President Loan Officer, 10/2011 to 03/2017

Citizens Bank & Trust Of Vivian – City, STATE

- Worked as a close team with the Loan Officer & all parties involved from application to execution of loan documents on all real estate, consumer, commercial & letters/lines of credit to ensure fast, accurate & a pleasing experience
- Accepted applications by phone, in person & email- input data and analyze applicant's financial status, credit & evaluate collateral before sending to underwriter
- Evaluated property sights as they were completed for draws on lines of credit
- Educated customers on the variety of loan/banking products, available credit options & credit counseling if needed
- Coordinated weekly board meetings to discuss high risk loans & production pipelines
- Provided Maintained long-term relationships with customers, realtors, title companies & dealers to ensure reoccurring business
- Processed loan payments, extensions, wire transfers, produced bank money orders, LOC transfers etc

Vault Teller, 11/2007 to 10/2011

Citizens Bank & Trust Of Vivian – City, STATE

- Provided the true meaning of a Relationship banking experience, by finding ways to connect with our customers/coworkers, making it a priority to acknowledge them by their names
- Processed ATM shipments, nights drops, cashed checks, made deposits, loan payments, made money orders, ordered checks/debits cards ect
- Trained new employees on systems & procedures
- Ensured the safe and timely opening and closing procedures of the branch
- Accurately balanced the vault daily using Microsoft excel
- Managed a team of 5 tellers in daily cash drawer balancing
- Scheduled and hand counted weekly currency and coin shipments
- Maintained override authority up to \$3000 and assisted tellers with various inquiries
- Enjoyed cross selling products to ensure our customers' needs were met
- Managed overdraft reports and performed audits
- Solved customer issues and disputes through careful research and active communication

Education

High School Diploma: 2005

Continental Academy - Miami, FL

Accomplishments

Oct 2018 Employee of the month spotlight, for being a valuable employee for 11 years.

Nov 2012 Employee of the month for outstanding customer service.

Jan 2013 Ranked as top producing team bank wide by closing 39 plus loans consecutively every month with a portfolio of \$500,000 and up.

July 2008 Created CB&T's bank slogan "Your business is Personal to us."

Aug 2009 Improved CTR procedures bank wide, by researching companies and coordinating a new and improved program for faster & more efficient processing.