

Eliza Cheung

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Professional Profile

Six years mortgage industry sales assistant professional. Started as contractor in an entry level administration assistant position and accelerated to working with top producing team within one year. Learned the trade, acquired necessary skills, self taught mortgage process and became self proficient in closing loans on-time with a 95% customer satisfaction rate.

Work History

December 2014 - Present

Loan Officer Assistant, Citizens Bank, New York, NY

- Worked in a fast paced sales environment for the bank's first Manhattan office. Supported sales team by managing pipeline and expediting loan approvals and closings for high net worth clientele.
- Responsible for educating clients on the mortgage approval process and providing positive impressions of their loan approval. Oversaw entire spectrum of the loan operation for each file from customer lead to post-funding.
- Effectively managed time, prioritized multiple tasks and worked within deadlines with little supervision and great attention to detail.
- Proven ability to work effectively with and develop efficient working relationships with processing, underwriting, and collateral team for a more positive loan process for clients.
- Foresaw and prevented potential delays and workflow inefficiencies by escalating loan process through proper channels and protocols.

December 2009 - December 2014

Mortgage Loan Coordinator, Bank of America, New York, NY

- Maintained monthly mortgage pipeline of 15-25 loans averaging \$10 million monthly closings.
- Acted as main contact and concierge for customers by providing consistent customer service from loan on-boarding to post-funding.
- Liaised between underwriters, processors and customers to ensure a consistent workflow for on-time closings.
- Took on loan originator role during loan officer's absence. Took phone applications for pre-approvals, generated pre-approvals, and prepped customers for on-boarding.
- Gathered and compiled extensive lists of previous and prospective real estate attorneys and real estate agents for marketing initiatives.
- Kept loan originator organized by providing administrative and reception duties such as expense reporting, setting calendar appointments, and ordering marketing supplies.

Education

University at Buffalo, The State University of New York
B.A. Economics, *and* International Studies 2007
Buffalo, NY

Skills

Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Interact, HTML5, CSS3, Javascript, jQuery