

Geovanni Hernandez

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Experience

Oct 2018 - Mar 2023

First Republic Bank, San Francisco, CA - *Commercial Loan Servicing- Eagle Lending Specialist, Senior Specialist, Supervisor*

- As a Specialist was responsible for the review of executed loan agreements and credit memos for new loans before onboarding into the bank accounting system.
- Ensured onboarded loans were modified accurately in the bank accounting system per executed modification agreements and credit documents.
- As a Supervisor was responsible for managing the workflow of all loan onboarding and modification requests for Eagle Lending.
- Implemented various process improvement projects to reduce quality review findings, streamline certain loan maintenance processes, and assist with new team member onboarding.
- Partnered with relevant onboarding teams to increase Eagle Servicing team headcount from 3 team members to 8 team members.

Jan 2016 - Oct 2018

Bank of the West-Essex Division, San Ramon, California - *PFD Loan Boarding Processor II*

- Responsible for funding of Marine and RV direct consumer loans by working closely with sales and credit teams to resolve funding delays.
- Promptly researches and responds to customer inquiries received via phone, email, and fax.
- Ensures that loan documents are drawn accurately and comply with bank policy and federal regulations using Appro, Laserpro, and Appian.
- Performs callback process on boarded loans to ensure complete and accurate loan setup.

April 2015 - Jan 2016

Bank of the West, San Ramon, California - *DLS Consumer Loan Specialist II*

- Provided a high level of customer service to internal and external customers.
- Maintained a balance of strong quality control and attention to deadlines in processed RV, Auto, and Specialty Van loan files.
- Regularly collaborated with team members to expedite the funding of priority loan files.
- Processed average of 60 contractually challenged loan files daily.

January 2012 - April 2015

Bank of the West, San Ramon, California - *DLS Consumer Loan Specialist I*

- Developed analytical skills through the auditing of indirect Auto and RV loan files.
- Gained knowledge of internal bank processes.
- Adapted to functioning in a high-volume environment.
- Processed average of 32 loan files daily while maintaining low reject ratio.

Skills

❑ Proficient in MS Office Suite

❑ Strong communication skills

❑ Highly flexible to new roles

❑ Detail oriented

❑ Self-motivated

❑ Solutions focused

Education

Fall 2024

Arizona State University - *Bachelor of Arts, Technical Communication*

- Gaining expertise in breaking down complex topics and concisely communicating to broad audiences.

October 2023

UC Berkeley Extension/EdX- *Certificate of Completion, Full-Stack Web Development Bootcamp*

- Gained comprehensive knowledge in web development processes and technologies through the completion of weekly individual projects and assigned group projects.

May 2015

Diablo Valley College, Pleasant Hill, California - *Associate in Arts, Japanese*

- Broadened personal skill set through study of the Japanese language.
- Collaborated with classmates on assignments and preparation for exams.

-References available on request-