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| Evalyn Sweet | Phoenix, AZ ▪ (530) 210-1119  evie.sweet80@yahoo.com ▪ www.linkedin.com/in/evie-sweet |
| Underwriter Profile |

Summary

Versatile and dedicated professional with solid skills in loan underwriting, financial and credit analysis, foreclosure documentation, and mortgage origination. Track record of leveraging strong financial and business acumen paired with a vision to forecast the financial impact and functionality of business initiatives within the financial and mortgage services industries. Superb team leadership, management, and communication skills.

Areas of Expertise

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| * Leasing & Underwriting * Mortgage Services * Client Relationship Building | * Policies & Procedures Compliance * Contract Negotiations * Team Leadership & Mentoring | * Problem Solving * Recruitment & Selection * Financial Reporting |

**Professional Experience**

**Quicken Loans, Location 2020 – Present**

**Client Advocate**

Serve as a representative on behalf of the company, delivering ideal solutions to customers for mortgage related issues. Successfully manage hundreds of clients per week, providing mortgage expertise and knowledgeable information.

* Increased clients’ satisfaction level by providing excellent services in line with company policies and procedures.

**Asset Campus Housing, Location 2019 – 2020**

**Assistant General Manager**

Prepared and distributed financial reports to GM and ownership team, encompassing details for the largest property in a portfolio - totaling 375 units and 1308 residents. Ensured accurate reimbursement of outside vendors by performing audits on accounts payable and maintenance request/action logs.

* Reduced delinquencies from 18% to fewer than 5% by assessing accounts receivable.
* Recruited and mentored a team of four managers and 15 leasing professionals on various policies, procedures, state/local housing laws, Urban Development, and Department of Education regulations.

**Asset Campus Housing, Location 2018 – 2019**

**Leasing Manager**

Communicated with prospective residents and parents to highlight property features. Acted as the main point of contact for all resident issues. Utilized effective marketing techniques to develop a social media presence for the property. Organized monthly marketing and resident events.

* Provided end-to-end management for the entire leasing operation - $785,000, covering 375 units building and totaling 1308 residents.
* Developed and implemented a leasing plan to maintain 100% occupancy of available spaces.

Prior experience as **Bookkeeper** | Asset Campus Housing, Location

**Education & Credentials**

**Bachelor of Science (BS) in Business Administration with a Psychology minor***University of Oregon, Eugene, OR 2014*