

Brittany Franklin

Concord, NC • (980)297-1874 • brittfrank77@gmail.com • <https://www.linkedin.com/in/brittany-franklin-643279139/>

SKILLS

- **Operating Systems:** Windows 7, Windows 10, Mac OS
- **Software:** Microsoft Office, Microsoft Visual Studio, Adobe Dreamweaver
- **Programming Languages:** HTML, CSS, JavaScript, C# (beginner)
- **Speaking Languages:** English, Spanish

CERTIFICATIONS & LICENSES

- **Mortgage Loan Originator Number:** 1723905
- **NC Life Insurance License**
- **Certified VITA Tax Preparer**

SUMMARY OF QUALIFICATIONS

- Quick learner able to quickly and efficiently learn new software in a fast-paced environment
- Able to meet deadlines and provide quality work while managing multiple projects simultaneously
- Strong attention to detail and analytical skills
- Ability to work with a team as well as individually in order to meet goals
- Excellent communication and customer service skills

PROFESSIONAL EXPERIENCE

State Employees' Credit Union

July 2015 - July 2016 **Financial Services Representative**

- Learned how to operate the MARGO teller system
- Promoted to Financial Services Representative I after 1 year

July 2016 - April 2017 **Financial Services Representative I**

- Began processing loan requests
- Minimized credit union loss by discussing loan repayment options with members who are delinquent
- Promoted to Financial Services Representative II

April 2017 - March 2018 **Financial Services Representative II**

- Successfully transitioned from working as a teller to working as a loan officer
- Fulfilled requirements to become a VITA certified tax preparer
- Received Mortgage Loan Originator number
- Promoted to Financial Services Officer II

March 2018 - October 2018 **Financial Services Officer II**

- Obtained lending limits in order to make lending decisions.
- Completed requirements to become a Life Insurance agent
- Promoted to Financial Services Officer III

October 2018 - Present **Financial Services Officer III**

- Maintain responsibilities held under Financial Services Officer II title
- Complete risk management analysis of accounts that have been opened
- Track and record the status of titles and title-work for auto loans originated at the branch

Kohl's

August 2012 - June 2014 **POS Associate**

- Met goals for opening Kohl's Charge cards
- Quickly and efficiently handled monetary transactions

June 2014 - July 2015 **MJM Associate**

- Offered a promotion to become the Juniors' Department lead.
- Learned how to merchandise the Misses, Juniors, and Men's departments.
- Collaborated with a team to meet and exceed sales goals by maintaining a clean and visually appealing sales floor.
- Provided excellent customer service by answering customers' questions regarding the products offered.

EDUCATION

The University of North Carolina at Greensboro (UNCG)

Bachelor of Science in **Business Administration**, May 2013