HYUN JOO NAM

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CAREER OBJECTIVE

Detail-oriented, self-motivated, and eager to learn with various experiences. Interested in pursuing the new role that leverage my technical and professional expertise while utilizing my education in engineering.

WORK EXPERIENCE

NOA BANK   **DULUTH, GA**

Loan Closer   *January 2016 – Present*

- Achieved $67M in SBA loan closings and $11M in Conventional loan closings, sold the guaranteed portion of SBA loans in secondary markets, and produced income in the amount of $4.7M
- Met a target performance goal by increasing 20% of principal amount of loans quarterly
- Reviewed credit files and title commitment, coordinated with attorneys to resolve legal issues, generated loan documents from LaserPro, disbursed funds, booked the loan information to Fiserv Navigator, updated status and documents to nCino, and set up ticklers to followed up on post-closing items

NAMS DENTAL GROUP, P.C.   **DULUTH, GA**

Patient Coordinator   *March 2014 – November 2015*

- Provided customer/administrative support to 90+ patients, 3 dentists, and 10 hygienists & assistants daily
- Decreased the average of 12 minute patient wait time, tracked dentists' production per hour, and maintained patient care database by utilizing Patterson Eaglesoft
- Created a paperless chart, consulted procedures and all aspects of pre- and post-operative process, submit insurance claims electronically, and completed accounting and production reports daily to a manager

WHITE WINDMILL   **DULUTH, GA**

Manager   *March 2013 – March 2014*

- Monitored customer preferences and analyzed past sales figure to determine focus of sales effort, and consistently surpassed monthly goals by 10%
- Managed and trained 8 employees while reducing absenteeism 35% with strategies to gain the cooperation of others

PANTECH   **ATLANTA, GA**

Software Quality Assurance / Control   *March 2012 – March 2013*

- Assured product and quality in accordance with the release dates of Android 4.1, 4.2, and 4.3 versions and project scopes of major carriers including AT&T and Verizon Wireless
- Designed 5 test scenarios per week in order to optimize output, ensure manufacturing/economical requirements, and satisfy customer's expectation
- Identified, analyzed, and documented approximately 2 fatal, 5 critical, and 20 minor errors on every internal software update

EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY   **ATLANTA, GA**

Bachelor of Science in Biomedical Engineering   *August 2007 – December 2011*

The Wallace H. Coulter Department of Biomedical Engineering at Georgia Tech and Emory University

SKILLS

- Excellent with Microsoft Office software – Excel, Word, and PowerPoint
- Proficient with Adobe Photoshop and Adobe Illustrator
- Experienced with Solidworks(CAD)**,** Matlab, LabVIEW, Cerius 2, Material Studio, Laser Pro, Fiserv Navigator, Patterson Eaglesoft, and nCino