

Martin Lorenzo Reyes

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Experience



Client Solutions Specialist

Lendi Group

Mar 2022 - Present

Actively liaise with lenders, brokers, and clients to ensure home loan applications are accurately and expeditiously progressing from lodgment through to unconditional (formal) approval

Obtain and review, through follow-up with clients, up-to-date documentation to support the review and processing of home loan applications

Build strong relationships with internal and external stakeholders to ensure a strong client service delivery



Disclosure Associate

Pacific Bay Lending Group

Jul 2020 - Aug 2021 (1 year 2 months)

Perform quality check on submitted loan applications from wholesale and retail sales channel.

Review loan disclosures returned by borrowers and ensures that it complies with regulatory requirements as well as company's internal policies and bylaws.

Communicate directly with Account Managers to ensure swift processing of loan applications.



Loan Support Officer

Mortgage Ezy

May 2019 - Jan 2020 (9 months)

Assist business lending partners in assessing and gathering critical information with regards to their loan application.

Communicate with brokers and vendors in ensuring that all lending process are completed within service level agreement and in accordance with Australian credit policies.

Review critical details in borrower's loan application such as income and security property details.



Loan Processor

Firstmac

May 2015 - Oct 2017 (2 years 6 months)

Verify and assess outstanding mortgage application documents according to the company and governing agency's internal guidelines.

Coordinate with onshore team in handling and processing customer request of discharge or variation with their mortgage.

Communicate with other relevant departments in ensuring that service level agreement with mortgage managers and brokers are met.

Education



De La Salle University

Bachelor of Commerce (B.Com.), Major in Management of Financial Institutions

2007 - 2010

Licenses & Certifications



Salesforce Certified Administrator (SCA) - Salesforce