

Patrick Annan

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EDUCATION:

Kable Academy- October 2023-March 2024

- Web Development Bootcamp

Studied HTML, CSS, JavaScript, Bootstrap, MongoDB, Express, React, Node and JWT fundamentals

ET CETERA:

- Agile E1 CBO Certification
- FreeCodeCamp – Responsive Web Design Certification
- Familiar with Microsoft Office products
- Excellent problem-solving skills
- Excellent interpersonal & communication
- Excellent critical thinking skills
- References upon request

WORK EXPERIENCE:

Tata Consultancy Services - July 2020 to November 2022 - Cincinnati, Ohio/Remote

- Senior Mortgage Loan Processor (Morgan Stanley)

Reviewed appraisals, complex personal and business income documentation analysis, title commitments, credit analysis, and homeowner's insurance, then organized the mortgage file and assured completeness before requesting additional documentation or submitting for initial and final underwriting review. Performed detailed analysis of all documentation including follow-up with third party vendors to obtain any necessary corrections and clear inconsistencies

The Tessel Agency at Allstate - October 2019 to April 2020 - Cincinnati, Ohio

- Licensed Property and Casualty Insurance Agent (license currently expired)

Responsible for developing a sales pipeline to meet/exceed quotas, managed pipeline with both unqualified leads and warm prospects as well as selling to existing customers for upgraded or additional products.

Fifth Third Bank - January 2012 to October 2019 - Cincinnati, Ohio

- Consumer Banking Advisor I

Responsible for assisting customers through the consultative sales process in selecting appropriate banking products and account types (Mortgage, HELOC, auto loan, credit card, deposit account.) Would bundle and suggestive sell additional financial products as needed.

- Equity Loan Processor I

Acted as a liaison between the customer and underwriting, ensuring application accuracy and completeness. Maintained a pipeline of over one hundred thirty applications at one time

- Fraud Analyst I

Responsible for reviewing alerts on fraud detection systems and recommending appropriate follow-up, managed a significant caseload utilizing the company's investigative case management system

- Customer Service Professional II

Responsible for customer service in checking, savings, and credit card accounts, as well as technical support for online banking