

# STEFANNY ZAPATA

STEFA0921@HOTMAIL.COM

<b>SKILLS &amp; ABILITIES</b>		Bilingual   Financial Professional   Risk Management Relationship Management   Regulatory Compliance   Analytical   Detail Oriented Financial Analysis   Self Motivated   Time Management   Adaptable   Strong Mortgage Knowledge
<b>EXPERIENCE</b>		<b>LOAN COORDINATOR, DASH HOME LOANS</b> January 2020 – Present <ul style="list-style-type: none"><li>• Manage pipelines to prepare loans for closing.</li><li>• Verify accuracy of applications and disclosures.</li><li>• Collaborate with loan officer getting clients from contract to closing the loan.</li><li>• Work close with team to find solution to different issues encountered along the process.</li><li>• Keep things running smoothly and consistently through loan transaction by fulfilling document request and reviewing for accuracy.</li><li>• Onboarding and train new team members.</li></ul> <b>PERSONAL BANKER, WELLS FARGO BANK</b> May 2018-December 2019 <ul style="list-style-type: none"><li>• Responsible for deepening customer relationships by asking discovery questions to get to know customers holistically and recommend financial services.</li><li>• Acquire new banking relationships and deepen existing through lending, cash flow solutions, proactive outbound calling and financial guidance.</li><li>• Maintain collaborative relationships with business partners to drive team performance, build customer loyalty and grow book of business.</li><li>• Responsible for onboarding credit applications, gaining financials, fulfilling documents requests and reviewing closing documents with customers.</li></ul> <b>LEAD TELLER, WELLS FARGO BANK</b> December 2015-May 2018 <ul style="list-style-type: none"><li>• Received Regional Branch recognition award for Risk Management Excellence.</li><li>• Proven track record with exceeding sales goals by promoting products, services and partnering with platform team.</li><li>• Responsible for reviewing, escalating and making decisions on high dollar transactions.</li><li>• Observed daily operations to ensure all bank policies and procedures were followed to protect company and customer.</li><li>• Proven balancing track record while executing high volume customer transactions requests both electronically and with physical cash.</li></ul> <b>OFFICE MANAGER, FOOD LION</b> October 2014-October 2016 <ul style="list-style-type: none"><li>• Prepared, reviewed and submitted shift reports.</li><li>• Partnered with Customer Service Manager to deescalate complaints and create solutions.</li><li>• Assisted Customers complete purchases, locate items and promoted reward programs to increase Customer loyalty and exceed sales goals.</li><li>• Created fill organize system to arrange payment records to align with compliance.</li></ul>

EDUCATION		<b>ASSOCIATES IN BUSINESS ADMINISTRATION</b> Mitchell Community College <b>MANAGEMENT &amp; BANKING CERTIFICATE</b> Mitchell Community College
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