

EMMA JOHNSON

Loan Assistant

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PROFESSIONAL SUMMARY

Enthusiastic Loan Assistant with two years of experience in facilitating loan transactions and ensuring compliance with financial regulations. Skilled in managing loan documentation, processing applications, and enhancing customer satisfaction. Adept at providing administrative support to loan officers and fostering strong client relationships in a dynamic environment.

WORK EXPERIENCE

Loan Assistant

Maple Leaf Consulting

📅 Feb / 2024-Ongoing

📍 Toronto, ON

1. Prepare loans for closing, process disbursement of funds, and ensure compliance with financial regulations.
2. Processed payments and disbursements related to loan transactions.
3. Assisted in the preparation of reports on loan performance metrics.
4. Order title searches, inspections, appraisals, and credit reports to support loan applications.
5. Trained new staff on loan processing procedures and software.
6. Participated in team meetings to discuss loan processing improvements.
7. Developed and maintained relationships with clients and referral sources.

LOAN ASSISTANT

Crescent Moon Design

📅 Feb / 2023-Feb / 2024

📍 Portland, OR

1. Provide exceptional customer service by addressing inquiries and resolving issues promptly.
2. Assist loan officers in preparing loan packages and documentation for submission.
3. Collaborate with team members to enhance operational efficiency and streamline processes.
4. Monitor loan progress and communicate updates to clients and stakeholders.
5. Ensure accurate data entry and maintenance of loan records in compliance with company policies.
6. Participate in training sessions to stay updated on industry regulations and best practices.

EDUCATION

Associate of Applied Science in Business Administration

Springfield Community College

📅 Feb / 2022-Feb / 2023

📍 Denver, CO

Focused on finance and customer service skills relevant to the banking industry.

SKILLS

Proficient In Loan
Documentation
Management

Process Improvement

Training Support

Client Onboarding

ACHIEVEMENTS

- 🌟 Successfully processed over 200 loan applications, ensuring compliance with all regulatory standards.
- 🌟 Streamlined loan documentation procedures, reducing processing time by 20%.
- 🌟 Maintained a 95% customer satisfaction rating through effective communication and support.