



AVA DAVIS

Loan Operations Manager

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PROFESSIONAL SUMMARY

Results-driven Loan Operations Manager with over 7 years of experience in optimizing loan processing, enhancing operational efficiency, and leading high-performing teams. Committed to delivering exceptional service and achieving organizational goals.

WORK EXPERIENCE

Loan Operations Manager 📅 Dec / 2019-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Led a team of 35 in loan operations, enhancing productivity across processing, credit, and documentation.
- 2. Developed and implemented policies to streamline loan processing and improve compliance.
- 3. Trained and mentored staff on regulatory changes and system enhancements.
- 4. Managed departmental budgets and generated reports to track performance metrics.
- 5. Approved loans exceeding credit analyst limits, ensuring adherence to risk policies.
- 6. Saved \$5 million by transitioning loan origination in-house, reducing outsourcing costs.
- 7. Transitioned to a paperless system in 3 months, improving efficiency and reducing costs.

Loan Operations Manager 📅 Dec / 2017-Dec / 2019
Silver Lake Enterprises 📍 Seattle, WA

- 1. Oversaw daily operations for commercial, consumer, and mortgage loan portfolios, ensuring compliance and accuracy.
- 2. Managed the Loan Operations team through two successful system conversions post-acquisition.
- 3. Facilitated the transition from Jack Henry Silverlake to FISERV Navigator.
- 4. Supervised a team of two supervisors and eleven employees in loan processing and funding.
- 5. Provided training and coaching to enhance team performance and career advancement.

EDUCATION

Bachelor of Science in Finance 📅 Dec / 2015-Dec / 2017
University of California 📍 Phoenix, AZ

Focused on financial management, investment strategies, and risk assessment.

SKILLS

- Loan Project Management
Risk Assessment
Regulatory Compliance
Team Leadership
Process Optimization

INTERESTS

- Gaming Fashion
Film Technology

STRENGTHS

- Fairness Flexibility
Forward-thinking Gratitude

LANGUAGES

- English Indonesian French

ACHIEVEMENTS

- ★ Increased loan processing efficiency by 30% through streamlined workflows.
- ★ Achieved a 95% customer satisfaction rate by enhancing service delivery.