

# ROBERT SMITH

## Loan Processing Assistant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Experienced and highly motivated team player offering extensive customer service and clerical experience. Effective communicator experienced in working with various levels of management and leadership. Proficient in Microsoft Office programs and calendar management. Has strong organizational skills, readily adapts to change, and can manage multiple projects while meeting deadlines without compromising quality.

### CORE COMPETENCIES

Planning Skills, Assisting Skills.

### PROFESSIONAL EXPERIENCE

#### Loan Processing Assistant

**ABC Corporation - June 2009 – September 2011**

##### Key Deliverables:

- Assisted loan processors in the setup and recreation of new files.
- Pulled necessary upfront documents, as well as needed reports regarding rate expirations and processor case loads.
- Completed welcome calls, mailed out appraisals to customers, and obtained verifications of employment.
- Provided assistance to processors who were out of the office.
- Used Chase File Manager tasks and pipeline to perform day to day operations of a processor.
- Helped complete organized reports for the supervisor that included updated status and closing dates.
- Stayed up to date on new federal and state regulations.

#### Loan Processing Assistant

**Delta Corporation - 2008 – 2009**

##### Key Deliverables:

- Mutual Receive loan application via online application Input loan into internal loan system, order title and appraisal.
- Create file folder Submit loan for automatic underwriting.
- Send request for proof of insurances on refinances.
- In the beginning of my position, I started as an Administrative Assistant welcoming clients, handling all incoming calls, assisted with postage and .
- Proceeded to learn how to order home appraisals, tax transcripts and handling other very confidential, sensitive information.
- Trained two people for the Administrative assistant position while being here and assisted in training for handling confidential information.

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- Used I have used my training skills, excellent communication, prioritizing, problem solving, using resources to the best.

### EDUCATION

High School Diploma

