

ROBERT SMITH

Mortgage Assistant

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As a Mortgage Assistant with 3 years of experience in Responding to inquiries and member questions and directing to appropriate personnel as needed.

2000 - 2000

MORTGAGE ASSISTANT - ABC CORPORATION

- Provided excellent customer service for Bank of America credit card sales.
- Processed outgoing orders, correlated shipments while also handling customer related issues.
- Contacted prospective sellers by mailings and cold calls.
- Assisted in placing commercial real estate loans and business loans.
- Completed data input for loans received from brokers, printed Home Mortgage Disclosure Act documents, pulled the Meritage credit bureau, created.
- Wrote Loans, Sourced Best Lender for Client, Assisted, and Advised on Resolving Credit Issues to Obtain Loan.
- Supported loan officers in identifying client needs and programs that would benefit the client.

1994 - 1999

MORTGAGE ASSISTANT - DELTA CORPORATION

- Phone-based customer service, data entry, filing, faxing.
- Greet customers and answer all incoming calls Schedule appointments and coordinate scheduling calendar Prepare mortgage files and generate paperwork.
- Marketed for customer client base through networking and advertising venues.
- Used Use of Microsoft Office, PowerPoint, and Excel, as well as overall computer/printer/fax knowledge, communication with coworkers.
- Minneapolis, MN Provided clerical, administrative, and sales support to Home Mortgage Consultants, including answering phones, copying, collating.
- Key responsibilities included answering customer service calls regarding their loan application routinely worked closely with two senior loans.
- Maintained accurate and complete customer files Delivered conditions/files to underwriters and processors Labeled incoming faxes and sent them to.

EDUCATION

G.E.D

SKILLS

Customer Service , Clerical, Banking Skills, Multitasking.