

Robert Smith

Account Advisor/Mortgage Banker

PERSONAL STATEMENT

Hardworking, creative team player and problem solver with excellent initiative, leadership, and management abilities coupled with a proven ability to develop practical approaches and creative solutions that increased revenue and efficiency for African World.

WORK EXPERIENCE

Account Advisor/Mortgage Banker

ABC Corporation - September 1999 - April 2006

Responsibilities:

- Originated residential loans by marketing home owners for refinancing.
- Worked closely with Realtors by attending open houses.
- Processed loans from beginning of application to close at escrow.
- Followed up with courtesy calls that usually resulted in a or many referrals.
- Addressed appraisal and title issues accordingly with loan guidelines.
- Monitored the underwriting process and provided requested documentation in a timely fashion.
- Provided world class customer service along with expert knowledge of 8 yrs in lending.

Mortgage Banker

ABC Corporation - 1995 - 1999

Responsibilities:

- Exceptional ability to gain trust quickly with customers by identifying their needs and providing excellent service over the phone and in face-to-face meetings.
- Ranked #1 within the sales team in "Customer Experience" based on the high level of customer satisfaction of my clients and the results of all of the surveys completed and submitted by Chase clients.
- Top sales ability to upsell, cross-sell and cross promote products and services that were most aligned with what was in the highest and best interest of the customer and bank.
- I worked with all of the Financial Advisors and Bankers to assist their clients with purchasing and refinancing their homes.
- Increased the scores for surveys submitted by customers in their Customer Experience.
- Was highly ranked in providing excellent customer service and working well with all types of customers that came into the bank.
- Skills Used Sales, Marketing, Customer Service, Relationship building, Financial Analysis, Team Building.

Education

Business Administration - 2013(AIU Online - Anniston, AL)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Highly Trained In
Customer Service And
Problem Solving.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)