



# MIA TAYLOR

## Senior Mortgage Operations Manager

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### PROFESSIONAL SUMMARY

Accomplished Senior Mortgage Operations Manager with a decade of experience in streamlining loan operations and enhancing compliance frameworks. Adept at leading high-performing teams to achieve and surpass operational targets while ensuring adherence to industry regulations. Passionate about implementing innovative solutions that drive efficiency and improve customer satisfaction in the mortgage sector.

### WORK EXPERIENCE

#### Senior Mortgage Operations Manager

📅 Feb / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Oversaw the comprehensive management of loan processing from application to closing, ensuring all procedures adhered to compliance standards.
2. Monitored and analyzed branch-level credit quality reports to enhance operational effectiveness and mitigate risks.
3. Streamlined communication between loan officers and processing teams, leading to improved service levels and customer satisfaction.
4. Maintained high funding volume and reduced overall turn-times by implementing best practices in loan processing.
5. Provided daily supervision and mentorship to employees, fostering a culture of continuous improvement and team collaboration.
6. Managed operational costs effectively while providing strategic direction to the Branch Manager.
7. Adapted staffing strategies to meet departmental needs and enhance team performance.

#### Mortgage Operations Manager

📅 Feb / 2015-Feb / 2019

Lakeside Apparel Co

📍 Chicago, IL

1. Directed a team of 30 loan processors, ensuring efficiency and compliance in closing loans on a monthly basis.
2. Implemented performance metrics that improved loan quality and compliance rates, achieving set organizational targets.
3. Trained and supervised ten loan processing staff to enhance their skills and productivity.
4. Monitored individual and team performance, establishing clear production goals that drove results.

### EDUCATION

#### Bachelor of Business Administration

📅 Feb / 2012-Feb / 2015

University of Georgia

📍 Denver, CO

Focused on finance and management principles, equipping students with the skills to excel in business operations.

### SKILLS

Ellie Mae Encompass Optimization



Operational Workflow Management



Documentation Review



Communication Skills



Problem Solving



### INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

### STRENGTHS

🔍 Criticality

📋 Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

### LANGUAGES



English



Polish



Russian

### ACHIEVEMENTS

★ Increased loan processing efficiency by 30% through the implementation of streamlined workflows.

★ Achieved 95% compliance adherence across all loan processing activities, significantly reducing audit risks.