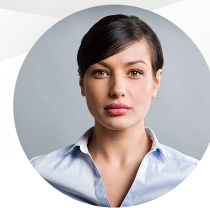


Mortgage Specialist

 www.qwikresume.com



Dynamic mortgage specialist with 7 years of experience in loan processing and customer relationship management. Proven ability to enhance client satisfaction through effective communication and tailored financial solutions. Adept at navigating complex mortgage scenarios while maintaining compliance and operational efficiency.

Mortgage Specialist

Jan / 2021-Ongoing

📌 Phoenix, AZ

1. Reviewed and processed loan modification applications, ensuring compliance with company policies.
2. Conducted detailed financial assessments to evaluate borrower eligibility for various mortgage options.
3. Provided expert guidance to homeowners on alternatives to foreclosure, enhancing client retention.
4. Collaborated with upper management to address loan issues, improving resolution times.
5. Developed comprehensive loan packages for closing, maintaining strong client relationships throughout the process.
6. Compiled and analyzed applicants' financial documents to support loan decisions.
7. Maintained accurate records and documentation in compliance with industry regulations.

Mortgage Specialist

Jan / 2018-Jan / 2021

📌 Portland, OR

1. Responded to customer inquiries regarding mortgage accounts, providing accurate and timely information.
2. Utilized Mortgage Banking Work Station (MBWS) and Mortgage Servicing Program (MSP) for account management.
3. Processed mortgage payments and handled payoff requests efficiently.
4. Opened requests in Customer Care Workbench (CCW) to update account details and track customer interactions.
5. Accessed IVault for document retrieval, ensuring customers received necessary paperwork promptly.
6. Promoted additional financial products based on customer needs, increasing service offerings.
7. Reviewed daily updates from Infosource and Memo Board to stay informed on company policies.

Bachelor of Science in Finance

Jan / 2015-Jan / 2018

📌 Denver, CO

Studied finance principles with a focus on mortgage lending and financial services.

Microsoft Office Suite

Loan origination

Credit analysis



Customer service



- Improved loan modification approval rates by 30% through effective client counseling.

- 🌟 Successfully managed a portfolio of over 200 loans, ensuring timely processing and compliance.

- Trained and mentored 5 new employees, enhancing team productivity and service quality.