

# ROBERT SMITH

## Loan Documents Processor

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

### SUMMARY

Loan Documents Processor with a proven ability to quickly built rapport, establish trust and motivate people of all levels based on knowledge, professionalism, and integrity. Recognized for positive mental attitude, commitment to excellence, and demonstrated the ability to communicate and interact effectively with senior management, associates and customers. Cooperate professional with years of successful customer service and technician in the wireless network. Fluently speak, read and write French and English.

### CORE COMPETENCIES

Microsoft Office, Typing, Telephone, Customer Service, New Customer Acquisition

### PROFESSIONAL EXPERIENCE

#### Loan Documents Processor

ABC Corporation - September 2013 – October 2016

##### Key Deliverables:

- Carefully sorting and scanning all cancellations documents received via e-mails and fax.
- Indexing e-fax and scanned documents within 24 business hours from the date received.
- Consistently using ways to research contracts that are not in the database to be adequately and properly index.
- Assisting the team to ensure checks are out by a pre-determined deadline.
- Reviewing policy cancellation inquiries submitted by insurance agents or individuals.
- Ensuring and confirming the completeness and accuracy of all information provided.
- Responsible for communicating changes in coverage status, such as a policy cancellation, removal of benefits or reinstatement.

#### Loan Processor

ABC Corporation - October 2007 – July 2013

##### Key Deliverables:

- Performed tasks in a timely fashion and in accordance with company guidelines and relevant regulations.
- Ordered loan estimates. Reviewed point files for completeness.
- Sent out loan packages and documentation.
- Reviewed incoming loan files for accuracy and completeness. Verified all documentation is located within each file.
- Ordered verifications of deposit, employment, rent and mortgage, and payoffs.
- Coordinated loan closing with the processor and with the bank attorney.
- Maintained and update records and files for processing of each loan.

### EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- Bachelor in information Technology - September 2016(American Intercontinental University)Certification in Number - August 2011(Interactive College Of Technology)Certification in Number - January 2011(Georgia Perimeter College - Perimeter, Georgia, US)