

## Objective

Loan Processor with an extensive background in customer service with a strong focus in office administration. Excellent ability to work and communicate in a positive and manner. To obtain a position that will enable me to use my administrative, communication and computer skills as well as use my customer service experience to improve customer satisfaction and enhance the company's brand name.

## Skills

Finance, Non-Profit, Leadership, Excel, Microsoft Word, Outlook, Multitasking, Friendly, Data Entry, Data Management, Customer Service Experience

## Work Experience

### Loan Processor

**ABC Corporation** - May 2008 – March 2011

- Responsible for processing all loans in accordance with the corporate operations manual.
- Responsible for immediate communication to all appropriate parties on any significant problems or discrepancies regarding individual loans, loan referral sources and/or vendors.
- Continuously revalidating the initial underwriting decision.
- Responsible for making sure that all federal, state and agency compliance standards are adhered to as defined in the corporate operations manual.
- Responsible for making sure that all loans are processed in accordance with the requirements of product description sheets and operations manual.
- Responsible for assisting the post-closing and/or quality control department in obtaining any missing documentation needed in order to render a loan saleable into the secondary market.
- Acting as a liaison between the borrower and other departments.

### Junior Loan Processor

**ABC Corporation** - September 2007 – May 2008

- Maintained logs and files as necessary regarding mortgage loan applications processed.
- Ordered appraisals, surveys, and updated credit reports, as directed by the Underwriter.
- Communicated and coordinated with originators and members, collection of documentation and information, stipulations/conditions or any other pertinent data needed to submit to underwriting and obtain approval.
- Addressed member concerns and inquiries quickly, professionally and courteously.
- Inputted, validated and confirmed all required data into appropriate Automated Underwriting (AU) systems required for approval and closing.
- Ordered items timely and accurately to ensure processing time frames are met and production standards and goals are achieved.
- Responded to Quality Control and Loan Delivery requests within specified timelines as directed by each department.

## Education

A. A. S. in Medical Office Administration - 2006 (Butler County Community College)