

# EMMA JOHNSON

## Assistant Loan Officer

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### PROFESSIONAL SUMMARY

Results-oriented Assistant Loan Officer with 7 years of experience in mortgage operations and client relations. Expertise in processing loan applications, ensuring compliance, and enhancing operational workflows. Strong communicator dedicated to providing superior service and support to borrowers throughout the loan process. Committed to building lasting relationships and driving client satisfaction.

### WORK EXPERIENCE

#### Assistant Loan Officer

Quantum Solutions LLC

📅 Feb / 2020-Ongoing

📍 Phoenix, AZ

1. Supported the regional manager in daily operations of the mortgage branch.
2. Managed open mortgage files, ensuring timely processing and compliance.
3. Served as the primary contact for borrowers, guiding them from application to closing.
4. Entered sensitive client information into mortgage software accurately.
5. Gathered and organized documentation for complete loan submissions.
6. Accompanied loan officers to presentations, fostering new referral relationships.
7. Maintained office organization and supplies, supporting operational efficiency.

#### Loan Officer Assistant

Summit Peak Industries

📅 Feb / 2018-Feb / 2020

📍 Denver, CO

1. Reviewed loan files for compliance with underwriting standards.
2. Coordinated with borrowers and brokers to collect necessary documentation.
3. Provided administrative support in preparing loan applications for processing.
4. Managed the collection of disclosures and documentation for signatures.
5. Prepared and submitted loan applications, addressing any issues promptly.
6. Responded to customer inquiries regarding loan statuses, ensuring quality service.

### EDUCATION

#### Bachelor of Business Administration

University of California

📅 Feb / 2016-Feb / 2018

📍 Santa Monica, CA

Focused on finance and business management principles.

### SKILLS

Quality Assurance

Scheduling Appointments

Conflict Resolution

Analytical Thinking

### ACHIEVEMENTS

- ★ Streamlined loan processing time by 15%, enhancing client satisfaction.
- ★ Successfully managed over 300 loan applications annually with a 98% approval rate.
- ★ Developed training materials for new staff, improving onboarding efficiency.