Retail Loan Officer

ROBERT SMITH

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Objective

Innovative, results-oriented Retail Loan Officer professional with fifteen years of diversified experience in management, counselling, training, sales, and customer service. Outstanding interpersonal and communication skills. Effectively handle difficult situations, negotiate, as well as develop and implement solutions. Ability to coordinate multifaceted activities within a busy environment. Team player, consistently provide high-level, systematic standards of performance.

Skills

Graphic Design, Photoshop, Indesign, Illustrator, SketchUp, Rhino, Auto Cad, Drafting, 3D Studio Max.

Work Experience

Retail Loan Officer

ABC Corporation - August 1999 – September 2004

- Worked in conjunction with dealerships, builders, and third party clients as part of managing the successful completion of a loan.
- Worked with mortgage division in processing and closing mortgage loans.
- Processed SBA loans.
- Managed retail loan portfolio of 12.5 million dollars.
- Required calling on company-generated leads for customers seeking a mortgage loan, with equal interest for refinancing options and purchase options.
- Developed long term relationships with clients resulting in regular repeat and referral business.
- Conceptualised and led the vision for developing new retail business engagement strategy by collaborating with community groups, other County Departments, local Chambers, and Tourism

Retail Loan Officer

Delta Corporation - 1997 – 1999

- Single handedly developed all new clientele.
- Created marketing materials such as one sheets, realtor packs, etc.
- Packaged and processed loans.
- Reporting to the Vice President of lending, I was responsible for the growth of our customer base while uncovering new opportunities within Northwest .
- Collaborated with other managers to resolve problems, complaints, and issues to improve customer satisfaction.
- Evaluated future market conditions daily to effectively communicate any changes to my customers.
- District leader in new purchase sales out of 17 sales executives 2012 - One of 9 Loan officers out of 112 who reached purchase quota 1 of 2 Loan .

Education

Bachelor Of Fine Arts

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