

PROFESSIONAL SUMMARY

Results-driven mortgage personal banker with experience helping clients secure home financing. Expertise in mortgage products, loan origination, and client service. Eager to apply knowledge and commitment to customer satisfaction at a dynamic financial institution.

EDUCATION

Bachelor of Science in Business Administration

University of Illinois Urbana-Champaign – Urbana, IL  
Graduated: 2016

Certifications

- Certified Mortgage Banker (CMB) – 2020
- Mortgage Loan Originator License (MLO) – 2017

SKILLS

- |                                |        |
|--------------------------------|--------|
| • Mortgage loan origination    | Expert |
| • Loan processing              | Expert |
| • Financial analysis           | Expert |
| • Customer service             | Expert |
| • Real estate market knowledge | Expert |
| • Strong communication skills  | Expert |
| • Time management              | Expert |

EXPERIENCE

- 2019 - Now

Mortgage Personal Banker

PNC Bank / Chicago, IL

  - Assist clients in securing mortgages, including conventional, FHA, and VA loans, from application to closing.
  - Maintain relationships with clients throughout the mortgage process, ensuring a smooth experience and fostering loyalty.
  - Work closely with underwriters, appraisers, and loan officers to ensure timely loan approvals and closings.
  - Increase mortgage loan originations by 30% through proactive outreach and customer referrals.
  - Educate clients on available loan products, rates, and terms, providing tailored recommendations to suit individual financial situations.
- 2016 - 2019

Mortgage Loan Officer

U.S. Bank / Chicago, IL

  - Processed mortgage applications, working with clients to gather required documentation and assess loan eligibility.
  - Provided clients with detailed information about interest rates, payment options, and loan programs.
  - Met and exceeded sales targets by 20%, securing new business and generating referrals.
  - Collaborated with the real estate and underwriting teams to ensure smooth loan approvals.

COMMUNITY INVOLVEMENT

- Volunteer at Habitat for Humanity, assisting in home building projects for underserved communities.
- Organized financial literacy workshops for first-time homebuyers at local community centers in Chicago.