

PROFESSIONAL SUMMARY

Highly experienced senior mortgage loan processor with expertise in managing both residential and commercial loans. Skilled in mentoring junior processors, optimizing loan processing workflows, and ensuring compliance with industry standards. Looking for an opportunity at Chicago Mortgage Solutions.

EDUCATION

Bachelor of Business Administration in Finance

University of Illinois at Chicago – Chicago, IL

Graduated: May 2013

Certifications

- NMLS Certification – March 2015
- Senior Mortgage Loan Processor Certification – National Association of Mortgage Processors (NAMP) – October 2016
- FHA/VA Loan Certification – July 2017

SKILLS

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| • In-depth knowledge of mortgage products (residential and commercial) | Expert |
| • Leadership and team management | Expert |
| • Strong analytical skills in financial assessments | Expert |
| • Advanced knowledge of Encompass, Calyx, and loan tracking software | Expert |
| • Excellent problem-solving and decision-making abilities | Expert |
| • Time management and multitasking | Expert |
| • Superior written and verbal communication skills | Expert |

EXPERIENCE

2018 - Now

Senior Mortgage Loan Processor

Chicago Mortgage Solutions / Chicago, IL

- Lead a team of junior processors, providing mentorship and training to enhance team efficiency and accuracy.
- Process both residential and commercial loans, reviewing financial documents and verifying information.
- Develop and implement workflow improvements to speed up loan approval processes.
- Ensure compliance with federal, state, and local mortgage regulations and policies.
- Coordinate with clients, appraisers, underwriters, and title companies to facilitate smooth transactions.
- Troubleshoot and resolve any issues that arise during loan processing.

2014 - 2018

Mortgage Loan Processor

Lakeshore Financial Services / Chicago, IL

- Managed a portfolio of residential and commercial mortgage loans, ensuring all necessary documentation was collected and verified.
- Worked closely with clients to answer questions and provide updates throughout the loan process.
- Reviewed credit reports and financial documents to assess loan risks and eligibility.
- Ensured that all loans complied with industry regulations and company policies.
- Developed strong relationships with clients and real estate professionals.

PROFESSIONAL DEVELOPMENT

Leadership in Mortgage Processing Workshop

Mortgage Bankers Association – Chicago, IL (June 2019)

- Participated in a workshop focused on leadership skills in mortgage loan processing, improving team collaboration and efficiency.

