

JESSE KENDALL

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LOAN OFFICER

UNRIVALED CLIENT SERVICE | ADVANCED MORTGAGE EXPERTISE | SUPERIOR WORK ETHIC

Driven finance professional with demonstrated track record of maximizing customer service opportunities and consistently exceeding performance goals. Well-versed in Alt A, A paper, government, non-prime, and hard money products. Demonstrated ability to handle highly confidential personal and financial information in a sensitive manner. Accomplished in identifying and capturing opportunities to accelerate expansion and improve profit contributions. Adept at working in fast paced environments, employing strong organizational skills with attention to detail. Bilingual in English and Spanish.

MORTGAGE LOAN LEADERSHIP

ABC MORTGAGE CORPORATION, Rogers, AR, 20xx – Present

DIRECTOR OF MORTGAGE DIVISION: Oversee team of Mortgage Loan Officers and Processors for a start-up company selling residential/ commercial mortgage services and broker loans. Solicit leads from attorneys, CPAs, and realtors. Communicate with banks and investors. Hire, train, and motivate staff.

CLIENT SERVICE: Consult with clients seeking to refinance or purchase property and help customers determine the best loan product for their budget. Provide expert consultation and aggressively sell mortgage products. Pre-qualify/ pre-approve loans, evaluate applications, and review credit history to determine loan risk. Monitor loans carefully from initiation to closing; track deals in progress. Ensure collection of all pertinent information and 100% application completion through frequent client call backs; oversee the timely completion of appraisals.

- Developed business through strong referral base by providing tenacious client follow-up and exceptional service.
- Assembled a stellar team of Loan Originators that dramatically increased sales.
- Set up commercial and residential divisions within the company to provide more specialized customer service.

BCD MORTGAGE CORPORATION, Rogers, AR, 20xx – 20xx

MORTGAGE CONSULTANT: Worked closely with clients and described residential loan benefits and features. Pre-qualified and pre-approved loans. Performed credit evaluations and reviewed loan applications. Provided superior client service throughout the full lifecycle of the loan and followed up after closing to ensure complete client satisfaction. Communicated with banks and loan financiers every day.

- Improved investor list by establishing new relationships with account executives and banking institutions.
- Organized team of three Processors; streamlined processes for working with banks and filing information.

CDE MORTGAGE CORPORATION, Rogers, AR, 20xx – 20xx

LOAN OFFICER: Originated loans and aggressively sold residential mortgages. Conducted cold calls to prospect business; called [Real Estate Agents](#) and CPAs to solicit sales. Presented different loan features to clients to ensure the best product match. Pre-qualified and pre-approved applications, and evaluated client credit history. Ensured full data collection, application completion, and client satisfaction.

- Establishing lasting relationships and developed impressive database of clients through referrals.

CREDENTIALS AND ASSOCIATIONS

TRAINING:

Todd Duncan Mortgage Mastery Program: Effective Management; Dale Carnegie: Effective Communication

EDUCATION:

Bachelor of Science, XYZ College (GPA: 3.6), Rogers, AR

LICENSURE:

National Association of Mortgage Brokers | 20xx

AFFILIATION:

Mortgage Bankers Association