

Amina Patel

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SUMMARY

Detail-oriented and motivated recent graduate with a Bachelor's degree in Finance. Proven ability to analyze financial data and assist clients in finding suitable loan options. Strong interpersonal skills with a commitment to customer service and relationship building.

EXPERIENCE

Loan Processing Assistant

Jun 2021 - Present

First Mortgage Solutions, Seattle, WA

- Assisted in processing over 150 loan applications monthly, improving processing efficiency by 20%.
- Collaborated with underwriters to ensure compliance with regulatory requirements, reducing approval times by 15%.
- Utilized loan origination software (LOS) to track and manage application statuses, improving accuracy in documentation.

Customer Service Representative

Jan 2019 - May 2021

Bank of America, Seattle, WA

- Handled a high volume of customer inquiries, achieving a 95% satisfaction rating through effective issue resolution.
- Increased loan product sales by 30% through proactive customer engagement and cross-selling.
- Developed training materials for new hires on loan products and customer service best practices.

EDUCATION

Bachelor of Science in Finance

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Financial Analysis, Loan Processing, Risk Assessment, Data Analysis

Tools & Frameworks: Encompass, Microsoft Excel, Salesforce