

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • Atlanta, GA • linkedin.com/in/aishapatel

SUMMARY

Detail-oriented and motivated recent graduate with strong analytical skills and knowledge of mortgage lending processes. Proven ability to effectively communicate with clients and guide them through financial decisions, aiming to leverage my expertise in an entry-level Mortgage Loan Officer position.

EXPERIENCE

Loan Processing Intern

Jan 2023 - Present

ABC Mortgage Solutions, Atlanta, GA

- Assisted in processing over 100 mortgage applications, contributing to a 15% increase in loan approvals.
- Collaborated with senior loan officers to streamline documentation processes, reducing processing time by 20%.
- Utilized Encompass software to ensure compliance and accuracy of loan documentation.

Customer Service Representative

Jun 2021 - Dec 2022

XYZ Financial Services, Atlanta, GA

- Managed customer inquiries and resolved issues, achieving a 95% customer satisfaction rating.
- Provided detailed information on loan products, resulting in a 30% increase in product uptake.
- Developed a tracking system to monitor customer feedback, improving service delivery efficiency by 10%.

Intern - Financial Analyst

Jan 2021 - May 2021

Finance Corp., Atlanta, GA

- Conducted market research to support loan product development, identifying trends that increased market competitiveness.
- Assisted in preparing financial reports, enhancing data accuracy and analysis speed by 25%.
- Participated in team meetings to present findings and recommendations to colleagues.

EDUCATION

Bachelor of Science in Finance

May 2020

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Mortgage Underwriting, Financial Analysis, Loan Documentation, Customer Relationship Management

Tools & Frameworks: Encompass, Microsoft Excel, Salesforce