

Jamal Rodriguez

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SUMMARY

Dedicated Mid Level Loan Officer with over 5 years of experience in assessing client needs and providing tailored loan solutions. Proven track record of exceeding sales targets and ensuring exceptional customer satisfaction through effective communication and relationship-building skills.

EXPERIENCE

Loan Officer

Jan 2022 - Present

First National Bank, Atlanta, GA

- Increased loan origination volume by 30% within the first year, resulting in \$2 million in additional revenue.
- Developed and implemented a customer referral program that improved client acquisition rates by 25%.
- Utilized Encompass software to streamline loan processing, reducing turnaround time by 15 days.

Loan Consultant

Jun 2018 - Dec 2021

XYZ Financial Services, Atlanta, GA

- Successfully processed over 200 loan applications annually with a 92% approval rate.
- Conducted financial needs assessments for clients, leading to personalized loan strategies that increased satisfaction scores by 40%.
- Trained new staff on loan processing systems and compliance regulations, enhancing team efficiency.

Loan Processor

May 2016 - May 2018

ABC Mortgage Solutions, Atlanta, GA

- Managed loan documentation for 150+ clients monthly, ensuring compliance with state and federal regulations.
- Reduced processing errors by 20% through meticulous attention to detail and quality control practices.
- Collaborated with underwriters to expedite approvals, enhancing client experience and retention.

EDUCATION

Bachelor of Science in Finance

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Loan underwriting, Risk assessment, Financial analysis, Client relationship management

Tools & Frameworks: Encompass, Mortgage CAD, Calyx Point