

Jamal Rodriguez

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SUMMARY

Results-driven Mortgage Broker with over 5 years of experience in securing financial products for clients. Proven track record in increasing loan approval rates and enhancing client satisfaction through tailored financial solutions.

EXPERIENCE

Mortgage Broker

Jan 2022 - Present

First Financial Services, Los Angeles, CA

- Increased loan approval rates by 25% through strategic client assessments and tailored lending solutions.
- Achieved a customer satisfaction rating of 95% by improving communication and follow-up processes.
- Utilized Encompass and Calyx software to streamline the loan processing workflow, reducing processing time by 15%.

Junior Mortgage Consultant

May 2019 - Dec 2021

National Mortgage Company, Los Angeles, CA

- Assisted in closing over \$10 million in loans annually by providing comprehensive financial analyses.
- Conducted market research resulting in a 10% increase in qualified leads through targeted outreach.
- Implemented a new client referral program that boosted referrals by 30% within one year.

Loan Officer Assistant

Jun 2018 - Apr 2019

Citywide Lending, Los Angeles, CA

- Supported senior loan officers in processing over 200 loan applications, ensuring compliance with industry regulations.
- Developed a client follow-up strategy that improved client engagement and retention by 20%.
- Trained new team members on software use and loan documentation processes, enhancing team efficiency.

EDUCATION

Bachelor of Science in Finance

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Loan Origination, Credit Analysis, Risk Assessment, Client Relationship Management

Tools & Frameworks: Encompass, Calyx Point, Microsoft Excel, Customer Relationship Management (CRM) Software