

Amara Johnson

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SUMMARY

Results-driven Mortgage Loan Officer with over 5 years of experience in loan origination and customer service. Proven track record of exceeding sales targets and enhancing client satisfaction through tailored financial solutions.

EXPERIENCE

Senior Mortgage Loan Officer

Jan 2022 - Present

Bright Future Financial, Atlanta, GA

- Increased loan production by 35% year-over-year, resulting in over \$10 million in new loans funded.
- Achieved a 95% customer satisfaction rating through personalized loan consultations and follow-up.
- Utilized Encompass and Calyx Point to streamline the loan application process and reduce processing times by 20%.

Mortgage Loan Officer

Jun 2018 - Dec 2021

Home Lending Solutions, Atlanta, GA

- Closed an average of 15 loans per month, generating \$5 million in revenue annually.
- Developed and maintained relationships with over 100 real estate agents, resulting in a 40% increase in referral business.
- Implemented a new CRM system that improved lead tracking and follow-up efficiency by 30%.

Loan Officer Assistant

Jan 2016 - May 2018

Prime Mortgage Corp, Atlanta, GA

- Assisted in processing over 200 mortgage applications, ensuring compliance with state and federal regulations.
- Coordinated with underwriters and clients, reducing loan approval times by 15% through effective communication.
- Trained new hires on loan processing procedures, improving team productivity by 25%.

EDUCATION

Bachelor of Science in Finance

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Loan Origination, Credit Analysis, Underwriting Principles, Regulatory Compliance

Tools & Frameworks: Encompass, Calyx Point, Salesforce, Microsoft Excel