**JOHN HLOOM**

123 Park Avenue, Knoxville, TN 37996

123.456.7899 • info@hloom.com

A dedicated, service-focused, multi-talented banking/financial services professional who has built an outstanding career by meeting business challenges, and delivering solutions and results. Proven ability to manage staff, strengthen client relations, ensure compliance, and support business growth in a financial services environment. Significant experience and achievement in the mortgage industry, the law and small business management.Brings a full skill set, an optimistic attitude, and a strong desire to help a business achieve new levels of success.

|  |
| --- |
| Core Competencies |
| * Strategic Planning/Thinking
* Branch Operations
* Policy & Procedure
* Team Leadership
 | * Business Development
* Client Retention
* Written/Verbal Communication
* Compliance
 | * Client Relations
* Customer Service
* Coaching/Mentoring
* Problem-Solving
 |

***Licenses:*** CT, MA & RI – #NMLS 000000

# EXPERIENCE

***Experienced Loan Associate***

**MORTGAGE SERVICE** 2013-2014

Established initial client contact.Performed pre-qualification.Scheduled meetings. Scheduled calendar appointments and gathered confidential documents for processing and underwriting. Provided clients with superior customer service and products to meet their long-term goals.Collaborated with real estate professionals, attorneys, insurance agents, accountants and financial institutions providing assistance to branch manager, loan officers and clients.Gathered documents for approving vendor by updating resumes, liability insurance, tax documents and primary contacts.Worked extensively with time sensitive contracts, personal and confidential information.Collaborated with executive staff on planning and facilitating Open House Campaigns, Grand Openings and Customer Appreciation Parties during holidays.

***Experienced Mortgage Banker***

**BANK** 2011-2013

Worked with new and existing clients on residential and banking transactions. Counseled clients though detailed mortgage application and approval process; identified financial strengths of clients. Worked closely with clients, realtors, attorneys, and insurance agents.

***Mortgage Consultant***

**MORTGAGE, LLC.** 2008-2011

Originator helping new and existing clients obtain residential and commercial mortgages. Processed applications for FHA, VA, CHFA, and conventional mortgages and home equity lines.Handled relevant paperwork with financial institutions, attorneys, realtors, appraisers, and insurance agents. Maintained client contact quarterly after loan origination.