

JESSE KENDALL

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Consumer Lending Professional: Qualified for career opportunities where expertise in lending and credit practices, loan document processing, desktop underwriting, and relationship management will be of value. Particularly experienced with conventional, non-conventional, VA, and FHA mortgage processing. Proficient in pipeline management and follow-up. Skilled in Microsoft Office and Outlook.

Active listener ... Determined negotiator ... Tactful and compassionate ... Calm under pressure

■ PROFESSIONAL EXPERIENCE ■

GMAC Mortgage, Richmond, KY

09/20xx – Present

Consumer Lending Agent ■ 08/2006 – Present

Successfully market consumer loans as a commissioned sales associate, covering 43 states, utilizing fast-paced call center and Internet leads. Handle 25+ calls per day. Tailor sales dialogue to match client needs. Present loan features and benefits, and overcome buyer objections and fears. Provide extensive client support from loan origination through processing and closing. Maintain a pipeline of over 50 loans on a monthly basis.

- Consistently achieved a close rate in the top 25%. Received all available performance bonuses.
- Delivered monthly conversion rates of 7% – 14%; quota: 6%.
- Produced 11 – 23 sales per month; monthly quota: 6.
- Funded over \$3 million in loans on a monthly basis.
- Specialized in cross-selling ancillary products such as credit cards and the Equity Builder Program.

Processing Assistant, Consumer Loans ■ 09/2005 – 08/2006

Coordinated with sales, processing, and underwriting to get required information for loan closing. Gathered data from customers and their employers. Submitted completed files to underwriting in a timely manner. Efficiently managed the pipeline in the loan processor's absence. Effectively resolved customer service issues.

Freedom Mortgage, Richmond, KY

08/20xx – 09/20xx

Consumer Lending Agent

Constantly converted leads into sales; sold loans, and processed loan packages for sub-prime clients with low credit scores.

- Exceeded or met the daily quota by 100%; wrote two to four loans per day, quota: four per day.
- Funded \$2 million in loan packages per month.

HCI Mortgage, Richmond, KY

10/20xx – 08/20xx

Consumer Loans Sales Agent

Attained success as a 100% commissioned salesperson serving real estate agents, closing agents, and consumers and covering ten offices throughout New Jersey. Provided meticulous follow-through and organization in an outside sales capacity.

- Rated in the top 25% of agents in customer satisfaction scores.

■ EDUCATION ■

Burlington County College, Burlington, NJ
BA Candidate, Marketing