

Analise [REDACTED]

[REDACTED] Miami, FL [REDACTED]



OVERVIEW

Professional Closing Manager with 6 years of overall experience in the Mortgage Lending Industry. Dedicated Manager with proven excellence in overseeing entire loan process from initial application to closing as well as ensuring pipeline is processing efficiently, meeting all regulatory requirements. Professional with a demonstrated history of exceeding expectations while providing an exceptional client experience.

EXPERIENCE

➤ Pipeline & Closing Manager

[REDACTED] Miami, FL

August 2024 – Present

- Oversee and monitor warehouse pipeline ensuring all loans are processed efficiently from application to closing.
- Review mortgage loan files after closing to ensure all regulatory, investor and company requirements have been met per policy.
- Handle proper disbursement of funds after loan closings maintaining all documentation.
- Prepare and balance closing packages for both brokered and NDC loans.
- Coordinate with Loan Processors to maintain accurate information on deadlines and conditions.
- Collaborate with Investors directly to clear exceptions.

➤ Senior Loan Processor & Closer (*Hybrid*)

May 2023 – August 2024

- Managed a pipeline of 10-20 processing loans.
- Closed on average 20-40 loans per month.
- Ensured loans were cleared to close in accordance with company, investor and federal guidelines and compliance regulations.
- Verified with title company closing packages were balanced.
- Reviewed all final closing documents ensuring accuracy including mortgage documents.
- Completed as required loan submissions, re-submissions and closing checklists.

➤ Senior Loan Processor & Closer (*Hybrid*)

[REDACTED] Coral Gables, FL

November 2019 – May 2023

- Regarded as one of the company's most productive Loan Processors, handled an average of 25-30 files monthly.
- Processed challenging loan applications (e.g. first-time borrowers, self-employed applicants and borrowers with problematic credit histories).
- Ensured all files were complete prior to underwriting hand-off and coordinated effectively with title companies to ensure smooth closings.
- Addressed and resolved customer product complaints, defusing volatile customer situations empathetically and professionally.
- Developed pipeline management tools to aid in organization and effectiveness.
- Answered client inquiries about purposes and details of financial plans and strategies.
- Ensured accurate ordering of appraisals, title work, flood certificates and homeowner's insurance.
- Reviewed title work for judgements and liens.

➤ **Junior Loan Processor**

May – November 2019

- Ensured all files were complete prior to underwriting hand-off and coordinated effectively with title companies to ensure smooth closings.
- Ensured accurate ordering of appraisals, title work, flood certificates and homeowner's insurance.
- Reviewed title work for judgements and liens.
- Promoted after only six months in position.

➤ **Property Manager**

November 2018 – May 2019

- Managed 150 properties.
- Promoted after only six months in position.

➤ **Bar Tender & Server**

Miami, FL

August 2016 – October 2018

- Utilized extensive knowledge of mixed beverages, specialty liquors and craft beers serving customers.
- Estimated product demand based off seasonal trends and popularity, maintaining appropriate inventory to avoid overage or depleted stock.
- Obtained ability to maintain composure when under extreme pressure.
- Accommodated diverse clientele recommending suitable food and drink options.
- Maintained cleanliness of bar and work areas in compliance with bar standards as well as local, state and federal laws.
- Multi-tasked by seating guests as they arrived while continuously serving already seated clientele.
- Configured server section charts to ensure higher degree of cost-efficient customer service.
- Resolved customer complaints and defused volatile customer situations empathetically and professionally.

➤ **Office Assistant**

Miami, FL

June 2012 – July 2016

- Provided exceptional customer service by appropriately answering client inquiries, forwarding messages and confirming appointments.
- Ensured current patient information was up to date and collected according to organization and industry standards and compliance.
- Exhibited high degree of discretion related to safeguarding confidential information.
- Stamped, coded and entered all invoices for well operations into Excel spreadsheets.
- Performed bookkeeping, purchasing, accounting, inventory control and all clerical functions.

EDUCATION

████████████████████ College

Miami, FL

❖ **Associate of Arts (AA) – Criminal Justice Program**

2013 – 2015

SKILLS/PROGRAMS

- **Leadership**
- **Organization**
- **Multi-Tasking**
- **Attention to Detail**
- **Exceptional Customer Service**

- **WLS**
- **Calyx**
- **Adobe**
- **ARIVE**
- **Microsoft Word & Excel**