

MICHAEL ANDERSON

Loan Processing Team Leader

- San Francisco, CA
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Strategic Loan Processing Officer with a strong focus on customer relationship management and operational excellence. Over eight years of experience in the financial services industry with a proven ability to manage loan processing teams effectively. Expertise in analyzing market trends and customer needs to deliver tailored loan solutions. Recognized for a commitment to continuous improvement and employee development within the lending environment.

WORK EXPERIENCE

Loan Processing Team Leader | United Trust Bank

Jan 2022 – Present

- Led a team of loan processors in achieving departmental goals and objectives.
- Analyzed loan applications to ensure compliance with internal and external regulations.
- Fostered a collaborative team environment that encouraged professional growth.
- Implemented customer feedback mechanisms to enhance service delivery.
- Developed training materials for new hires to ensure comprehensive onboarding.
- Monitored loan processing metrics to identify areas for improvement.

Senior Loan Processor | Secure Loan Company

Jul 2019 – Dec 2021

- Processed complex loan applications and ensured accuracy in documentation.
- Collaborated with underwriting teams to expedite loan decisions.
- Maintained detailed records of loan transactions and customer interactions.
- Provided exceptional service to clients throughout the loan process.
- Participated in industry training sessions to stay current with regulations.
- Supported team initiatives to enhance processing efficiency and client satisfaction.

SKILLS

Customer relationship management

Team leadership

Market analysis

Compliance

Process improvement

Communication

EDUCATION

Bachelor of Science in Business Management

2014

Boston College

ACHIEVEMENTS

- Achieved a 40% increase in team productivity through targeted training initiatives.
- Recognized for excellence in customer service with a satisfaction rating of 98%.
- Successfully led a project that streamlined loan processing workflows, reducing time by 20%.

LANGUAGES

English

Spanish

French