

JACKIE W. GRAHAM

EXECUTIVE SUMMARY

30+ Years of Experience • Processing • Origination • Training • Sales Mgmt.

Enthusiastic loan officer/loan officer assistant who provides excellent customer service through the loan origination process. Consistently exceeds expectations. Skilled in coaching and mentoring on a variety of loan products and services. Dependable and successful in building a loyal customer base.

Mortgage Loan Officer Assistant, First Savings Mortgage Corporation, Inc. Aug/2016 - March/2023

McLean, Virginia

Assistant to a top producer within the company who produced in excess of \$100M - \$160M

annually Proficient in Encompass, Total Expert, Blend and SimpleNexus

Pipeline Management

Structure Loans

Pre-qualified new prospects

Worked with our team and third parties to assure smooth and timely closings

Created marketing campaigns using our internal CRM system

Mortgage Loan Officer, DHI Mortgage, Inc.

Roswell, Georgia

May/2016 – July/2016

Mortgage Loan Officer, First Home Mortgage Corp.

Leesburg, Virginia

Aug/2011 – May/2016

Pro-actively solicit new residential mortgage business and sell mortgage products.

Identify, develop and maintain a network of business relationships that serve as a recurring source of referrals for new mortgage lending opportunities.

Network consists of Real Estate professionals, builders, professional and personal contacts, as well as other valuable referral sources, and is enhanced by participating in business related development opportunities, community efforts to promote homeownership and professional organizations.

Respond to customer inquiries and referrals that are generated from both my own contacts and from other business channels.

Conduct interviews with prospective borrowers in order to analyze financial and credit data, determine customer financing objectives, advise customers of product/pricing policies and guidelines, and gather any additional required information for mortgage processing.

Ensure exceptional customer service by maintaining thorough knowledge of lending programs, policies, procedures and regulatory requirements, demonstrating a commitment to professional ethics.

Oversee loan process from origination to close and provide on-going communication to customers and business partners.

Mortgage Loan Officer, McLean Mortgage Corp.

McLean, Virginia

Dec/2008 – Aug/2011

Mortgage Loan Officer, Suntrust Mortgage Corp.

Leesburg, Virginia

Feb/2008 – Dec/2008

Mortgage Loan Officer, First Horizon Home Loans.

Leesburg, Virginia

Feb/2005 – Feb/2008

Strategic Account Mgr., Equifax Corp.

Leesburg, Virginia

Apr/2001 – Jul/2004

Developed and improved client relationships. Clients included major banks, credit unions, collection agencies and auto dealerships. Developed new opportunities within those organizations to effectively grown their overall business revenue.

Considered both parties when creating solutions ensuring a mutually beneficial result by earning a profit for the company and providing the customer with a beneficial service/product.

Prospecting new business leads and strategies to increase client base.

Met assigned quarterly/annual quotas by maintaining good customer relationships.

Branch Manager, America's Lending Network.

Reston, Virginia

Apr/1992 – Mar/1993

Managed branch pipeline, loan production, processing and daily operations of mortgage loan officers and processors.

Coordinated work flow and communicated new policies and procedures to staff members.
Generated positive relationships with all branch team members
Collaborated with other departments to ensure that loans were closed effectively and in a timely manner.
Responsibilities also included training of products and services offered, coaching and mentoring branch team members to ensure compliance with lending laws.

EDUCATION

Lynchburg College, Lynchburg, Virginia
Bachelor of Arts, Journalism

1983

VOLUNTEER & COMMUNITY SERVICE

Board of Directors, Loudoun Junior Golf Assoc.
Leesburg, Virginia

2005-2015

Loudoun Junior Golf Association member of Board of Directors 2005-2015;
LJGA has introduced the game of golf to hundreds of junior golfers, ages 7-18. Our junior golfers have been instilled with a respect for the rules, etiquette, and the spirit of the game that will serve them well in life.

The LJGA program includes tournaments and clinics taught by PGA Professionals. The clinics teach players the rules of golf, how to get around the golf course, putting, chipping, and hitting irons and woods.

Co-Founder, Team Mathias Charity Golf Tournament
Leesburg, Virginia

2013 - 2017

Our golf tournament raises money for the Team Mathias Foundation's Care Package program which resources newly diagnosed pediatric cancer patients all over the country, their parents and siblings as well. Hundreds of people attend to play or volunteer. In the years I was involved, we raised hundreds of thousands of dollars for the cause.