

Anne Jessica Phelan 505 Sky Ridge Drive • Leicester, NC 28748
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EDUCATION

CENTRO CONTABLE VENEZOLANO – Venezuela October 2000
Associates in Business Administration

EXPERIENCE

Self-Help Credit Union– Asheville, NC 2014-Current

Senior Mortgage Loan Officer

- Responsible for originating retail mortgage loans for nine branches in Western North Carolina and two branches in South Carolina.
- Responsible for coaching and supporting loan officers with business development, loan production and their goals.
- Attracts new mortgage loan applications by developing relationships within the community, specifically with the real estate community, making sales calls to prospective customers
- Pre-qualify mortgage loans by examining application and supporting documentation; estimating credit-worthiness; calculating repayment risk.
- Competes mortgage loans by monitoring collection, verification, and preparation of mortgage loan documentation; scheduling and completing mortgage loan closing.

HomeTrust Bank– Asheville, NC 2012-2013

Mortgage Loan Officer

- Attracts new mortgage loan applications by developing relationships within the community, specifically with the real estate community; making sales calls to prospective customers
- Approves mortgage loans by examining application and supporting documentation; estimating credit-worthiness; calculating repayment risk.
- Competes mortgage loans by monitoring collection, verification, and preparation of mortgage loan documentation; scheduling and completing mortgage loan closing.

SunTrust Bank– Asheville, NC 2005-2012

Financial Services Representative

- Customer services, open new accounts, take loan applications, recommending financial services and perform proactive selling.

ADDITIONAL

☐ Fluent in Spanish