**[Customer Service Financial Services](https://www.postjobfree.com/resume/adygob/customer-service-financial-taneytown-md)**

**Location:**Taneytown, MD

**Posted:**July 22, 2023

**Contact Info:**

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**Resume:**

CAROL F. MARKLE

cfmarkle69@gmail.com Frederick, MD

linkedin.com/in/carol-markle-8729064b/ (832) 392-7421 CREDIT UNDERWRITER

Consumer Lending professional with demonstrated experience providing mortgage underwriting and customer relationship management support in the mortgage and banking industries. Adept cross-functionally collaborating with internal and external stakeholders to research and resolve issues, optima consumer resources, and finalize loan packages for submittal. Proven proficiency contributing to continuous process improvement while helping thousands achieve and maintain homeownership. Core competencies include: Customer Satisfaction Mortgage Lending Mortgage Servicing Data + Document Management Customer Retention Loan Processing Management Compliance Sales EXPERIENCE

WELLS FARGO BANK, NA December 2012 - Present

Mortgage Underwriter (August 2020 – September 2022) Conforming purchase and refinance applications, with Fannie Mae and Freddie Mac decision authority. Loan Documentation Specialist (December 2012 – August 2020) Processed closing purchases or refinances with the following loan types: Conventional, VA, FHA and USDA.

• Maintained compliant files by leveraging pipeline management routine. ADDITIONAL RELEVANT EXPERIENCE

JPMORGAN CHASE

Assistant Branch Manager

Managed staff of 25 on sales and operations. Responsibilities on the sales side increase checking, savings, 1st and 2nd mortgages, and financial services following the state laws of Texas.

• Served as Texas notary.

• Managed operations including loss prevention, vault balancing and maintain cash flow levels, auditing, employee cross-training, scheduling

JPMORGAN CHASE

Lead Teller

Referrals, drawer and vault balancing, training new tellers, opening and closing financial center. Texas notary for loan closings, and title changes.

WASHINGTON MUTUAL BANK

Assistant Store Manager Denovo Trainer

Sold personal banking products, mortgage loans, home equity loans/lines of credit, corporate products, and business loans. Learn how to market in areas. Branch building.

• Served as California notary for loan closings.

• Trained tellers in operations, scheduling, vault balancing, cash ordering/limits.

• Set up sales meetings and drive new markets.

CAROL F. MARKLE Cfmarkle69@gmail.com Page Two

Loan Processor/Loan Coordinator

Maintained mortgage, 1st /2nd lien HELOANS/LOC. Full processing from application to closing for 3 branch offices, worked in operation center and branches. California notary for loan closings.

• Property title searches for clear titles, fulfilled conditions, prepared clean files for underwriting. Maintained funding quotes of $3 million each month, 96% audit rating of 12 files reviewed of 100 in processing. Teller/Customer Service/ New Accounts

Referrals of checking savings, credit cards, and financial services, balancing, vault balancing.

• Opening personal and business accounts. Referring Mortgages and 1st and 2nd liens.

• Met branch goals.

EDUCATION / CERTIFICATION / PROFESSIONAL LICENSE

BACHELOR OF SCIENCE (BS) IN EDUCATION, with a Minor in Economics University of Central Arkansas, Conway, AR

Notary Public for State of Texas and State of California Wells Fargo Closer Certifications

Veterans Administration FHA USDA Title Home Owners Verbal Verification of Employment and Trust Reviews

TECHNICAL PROFICIENCIES AND EXPERTISE