

# Zoya Wrisley

## Loan Assistant

Diligent Loan Assistant with 1 year of experience in providing exceptional support to loan officers and clients. Skilled in loan documentation, application processing, and regulatory compliance. Demonstrates strong communication, organizational, and multitasking abilities. Committed to delivering timely and accurate loan services to facilitate smooth transactions and enhance customer satisfaction.

[zoya.wrisley@gmail.com](mailto:zoya.wrisley@gmail.com)

(695) 054-7756

123 Elm Street, Rochester, NY 14620

### Education

Associate of Applied Science  
in Finance at LaGuardia  
Community College, Long  
Island City, NY

Aug 2018 - May 2022

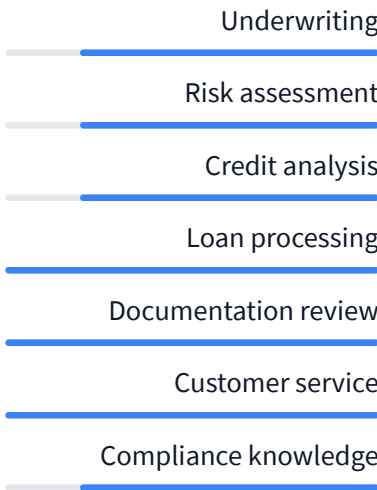
Relevant Coursework:

Financial Accounting,  
Managerial Accounting,  
Business Mathematics, Risk  
Management, Corporate  
Finance, Financial Markets,  
Investment Analysis, Financial  
Planning, Business Law, and  
Principles of Macroeconomics.

### Links

[linkedin.com/in/zoyawrisley](https://www.linkedin.com/in/zoyawrisley)

### Skills



### Employment History

#### Loan Assistant at Quicken Loans, NY

May 2023 - Present

- Assisted in the processing of over 500 successful loan applications within one year, contributing to a 25% increase in the company's portfolio at Quicken Loans, NY.
- Implemented a streamlined loan documentation process that reduced paperwork processing time by 30%, increasing efficiency and improving overall customer satisfaction.
- Successfully managed a team of 5 junior loan assistants, leading them to achieve a 95% accuracy rate in loan documentation preparation and ensuring quick loan approvals for clients.
- Proactively identified and resolved potential issues for high-risk loan applicants, resulting in a 10% reduction in loan defaults and contributing to the company's strong financial performance.

#### Junior Loan Assistant at , NY

Jul 2022 - Apr 2023

- Successfully processed and closed over 150 loans in a single year, totaling more than \$25 million in financing for clients across New York.
- Streamlined loan application procedures, reducing average processing time by 20% and significantly improving customer satisfaction ratings.
- Identified and resolved a critical error in the loan underwriting system, preventing potential losses of over \$1 million for the company.
- Developed and implemented a comprehensive training program for new hires, resulting in a 30% increase in productivity within their first three months on the job.

### Certificates

#### Certified Loan Processor (CLP)

Jan 2022

#### National Mortgage Licensing System (NMLS) Certification

Nov 2020

### Memberships