



Cleona Krpata

Loan Document Specialist

Detail-oriented Loan Document Specialist with 1 year of experience in accurately preparing and reviewing loan documentation in compliance with policies and regulations. Proficient in analyzing and verifying loan applications, maintaining accurate records, and providing exceptional customer service. Demonstrated ability to collaborate with cross-functional teams and manage multiple tasks efficiently. Seeking opportunities to continue developing skills and contribute to a dynamic financial institution.

cleona.krpata@gmail.com 

(189) 838-3947 

123 Maple Street, Lexington, KY 
40507

Education

**Associate of Applied Science
in Banking and Finance
at Bluegrass Community
and Technical College,
Lexington, KY**

Sep 2018 - May 2022

Relevant Coursework:

Financial Accounting,
Managerial Finance, Banking
Operations, Financial Analysis,
Risk Management,
Macroeconomics,
Microeconomics, Business Law,
and Ethics.

Links

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

Skills

Underwriting

Compliance

Appraisal

Risk Assessment

Loan Origination Software
(LOS)

Mortgage Servicing Platform
(MSP)

Employment History

Loan Document Specialist at LenderClose Inc., KY

Feb 2023 - Present

- Successfully processed over 500 loan applications within the first year of employment, contributing to a 20% increase in overall loan approvals at LenderClose Inc., KY.
- Streamlined the loan document verification process by implementing an automated system, reducing document processing time by 30% and increasing overall efficiency for the team.
- Coordinated and led a team of 5 junior loan document specialists, achieving a 98% accuracy rate in document review and significantly reducing the number of discrepancies during audits.
- Collaborated with the sales team to develop and deliver customized loan solutions for clients, resulting in a 15% growth in new business and increased client satisfaction ratings.

Loan Document Specialist I at Happy Home Loans KY, KY

Sep 2022 - Jan 2023

- Successfully processed and verified over 500 loan documents within the first year of employment, ensuring a 99% accuracy rate and contributing to the company's growth in the KY market.
- Streamlined the loan documentation process by implementing a new organizational system, resulting in a 20% reduction in processing time and improving overall team efficiency.
- Assisted in increasing the company's loan approval rate by 15% within a year by diligently reviewing and correcting errors in loan applications, leading to higher customer satisfaction and increased business.
- Received the "Employee of the Year" award in recognition of exceptional performance in loan document processing, outstanding teamwork, and dedication to maintaining high standards of service at Happy Home Loans KY.

Certificates

Certified Loan Signing Agent (CLSA)

Aug 2021

National Mortgage Licensing System and Registry (NMLS) Certification

Jun 2020