

# Alicia Barcalow

## Loan Specialist

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### Profile

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#### Details

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(570) 483-2703

123 Maple Street, Milwaukee, WI 53202

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Dedicated Loan Specialist with 1 year of experience in efficiently managing loan processes, including application, underwriting, and closing. Proficient in analyzing financial information, assessing creditworthiness, and providing exceptional customer service. Adept at collaborating with internal teams and external partners to ensure timely processing and adherence to regulatory guidelines. Committed to helping clients achieve their financial goals and ensuring a positive borrowing experience.

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### Employment History

#### Loan Specialist at Waterstone Mortgage Corporation, WI

May 2023 - Present

- Successfully processed and closed over 150 loans in a single year, totaling more than \$30 million in loan volume, contributing to the company's overall growth and profitability.
- Implemented new loan origination software, reducing the average loan processing time by 20% and increasing overall efficiency within the team.
- Consistently maintained a 98% customer satisfaction rating by providing exceptional service and guidance to clients throughout the loan process, leading to an increase in repeat business and referrals.
- Developed and conducted training sessions for new loan specialists, resulting in a 25% decrease in onboarding time and increased productivity for the department.

#### Associate Loan Specialist at Fairway Independent Mortgage Corporation, WI

Jul 2022 - Apr 2023

- Successfully managed a loan portfolio of over \$50 million, resulting in a 95% client satisfaction rate and contributing to a 20% increase in company revenue for Fairway Independent Mortgage Corporation in Wisconsin.
  - Developed and implemented new loan processing strategies that streamlined operations and reduced loan approval time by 30%, leading to a higher volume of closed loans and increased customer satisfaction.
  - Consistently exceeded sales targets by 15% each quarter, generating over \$10 million in new loan originations and playing a crucial role in the company's expansion within the Wisconsin market.
  - Mentored and trained a team of 5 junior loan specialists, improving their productivity by 25% and helping them achieve an average loan approval rate of 90%, significantly contributing to the company's success.
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### Education