

73-NH 129 Unit G Loudon, NH 03307

KEITH STYLES

(603-892-6943)

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SKILLS

- Customer service
- Compliance
- Teamwork
- Multi-Tasking
- Communication
- Microsoft Office Excel
- Microsoft Office Outlook
- Microsoft Office Word
- Microsoft Office PowerPoint

WORK EXPERIENCE

Bank of New Hampshire- Gilford, NH

Mortgage Loan Assistant

November 2021- November 2023

- Collected, analyzed and reviewed 20 loan applications at one time
- Managed initial prequalification requests for loan officers
- Requested and reviewed follow up documentation from customers
- Understood and articulated all loan products for customer support
- Responsible for compliance aspects of real estate lending (TRID, RAESPA, REG B)
- Assisted customers through the loan process
- Prepared and explained loan estimates for customers
- Facilitated interpersonal relationships with title companies, real estate agents, and other mortgage professionals

Franklin Savings Bank- Franklin, NH

Loan Processing Specialist

October 2020- November 2021

- Collected and recorded required customer information in a timely manner to ensure timely processing of compliant loan files
- Responsible for the accuracy and completeness of all documents included in the mortgage loan file
- Developed a working knowledge of real estate documentation, underwriting policies, compliance, title work, appraisal management, and numerous banking procedures
- Collaborated with Title Companies, Real Estate Agents, and Insurance Groups to ensure a successful and seamless loan process
- Utilized MortgagebotLos to send closing disclosures to customers and Post-Closed all loans as the final step before Loan Servicing

Skechers- Tilton, NH

Assistant Store Manager

March 2019 – August 2020

- Managed the delegation of tasks to hourly employees to ensure the store was properly set up for the next day's business
- Responsible for daily banking deposits
- Partnered with the store manager to hire, develop and retain talent, and address employee relations issues
- Helped meet or exceed assigned sales plans and target metric objectives within the store
- Trained staff on how to drive sales to fullest potential through continued development on product knowledge, customer service standards and visual presentation

Sales Associate

April 2016- March 2019

EDUCATION

University of New Hampshire - Durham, NH

B.S. Finance

2016 - 2020

VOLUNTEER

Kiwanis – Laconia, NH

February 2023- Present

- Elected to the Board of Directors in October 2023
- Created and organized charity hoop shoot event for over 50 lakes region children

AWARDS

Bank of New Hampshire Inspir-Action Award for Community Service

Q3 2023

- Presented with the Inspir-Action Award by Bank of NH for charity work done on behalf of the Kiwanis

ADDITIONAL SKILLS

Encompass

MortgagebotLos