

Shauntelle Feghali

Consumer Loan Officer

Profile

I am a Consumer Loan Officer with over 5 years of experience in the financial industry. I have a proven track record of success in originating, underwriting, and closing consumer loans. I am knowledgeable in all areas of consumer lending, including credit analysis, loan structuring, and risk management. I have an established network of referral sources and strong relationships with local real estate professionals. I am a motivated self-starter who is able to work independently as well as part of a team.

Employment History

Consumer Loan Officer at Navy Federal Credit Union, MD

Jun 2022 - Present

- Originated \$5 million in consumer loans each year for three years.
- Achieved a 97% customer satisfaction rating.
- Reduced the loan processing time by 25%.
- Trained 10 new loan officers.
- Developed and implemented a new marketing campaign that increased applications by 20%.
- Negotiated with vendors to reduce costs of supplies and services by 15%.

Assistant Consumer Loan Officer at SunTrust, MD

Jul 2017 - Apr 2022

- Originated an average of \$2.5 million in consumer loans per month, totaling \$30 million over the course of a year.
- Achieved a 98% customer satisfaction rating based on post-loan surveys.
- Reduced loan processing time by 25% by implementing new software system.
- Trained and mentored 5 new loan officers, resulting in a 50% increase in productivity.
- Negotiated with vendors to lower costs for office supplies and services by 10%.
- Wrote monthly newsletter articles highlighting best practices for responsible borrowing.

Certificates

Certified Mortgage Loan Officer

Jan 2021

Certified Consumer Credit Counselor

Dec 2019

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📍 8302 Ritchie Highway, Pasadena, MD 21122

Education

Bachelor of Science in Finance at University of Maryland, College Park

Sep 2013 - May 2017

Some skills I've learned are financial analysis, critical thinking, and effective communication.

Links

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

Skills

Math

Sales

Customer Service

Communication

Persuasion

Negotiation

Organization

Languages

English

Arabic