

# Dana Driggers

Westminster, CO 80234 ■ 720-933-8297 ■ [dana.m.driggers@gmail.com](mailto:dana.m.driggers@gmail.com)

Broad based professional with diverse career history in mortgage lending, customer service, quality assurance, loan processing, and compliance. Exceptional attention to detail, organization and project coordination skills. Works well on teams or individually with a positive attitude and willingness to go the extra mile to complete any given task.

## Professional Experience

- Successfully coordinated all closings for the highest producing sales partners.
- Established positive relationships with internal/external business partners and vendors which resulted in a smooth wholesale process while efficiently meeting deadlines.
- Documented requirements from work experience and identified processing issues with the software in conjunction with management and IT to improve system functionality.
- Assisted corporate operations with the development of training and policy manuals.
- Provided functional training in retail and wholesale mortgage operations.
- Developed order to delivery process for online business.
- Proficient in the following proprietary LOS systems: Desktop Underwriter, Loan Prospector, Commerce Velocity, Netto, Compliance Ease and ConformX.
- Microsoft Office Suite, Cute PDF

## Employment History

Summit Bank and Trust, Thornton, CO Retail Mortgage Processor III	Apr 2012 – Jun 2014
US Bank, Englewood, CO Retail Mortgage Processor III	Aug 2010 - Mar 2012
The Book Monkey, Westminster, Co Entrepreneur, Owner	Mar 2009 – Dec 2010
Citigroup, Centennial, CO Wholesale Inside Sales Rep / Credit Analyst II	Aug 2006 – Feb 2009
Alliance Bancorp, Greenwood Village, Co Wholesale Lock Desk / Broker Coordinator	Jul 2005 – Apr 2007
Automate Lending, Denver, Co Retail Mortgage Specialist	Jun 2001 – Jun 2005
Citigroup, formerly First Nationwide, Brea, Ca Wholesale Lead Broker Coordinator	Sep 1995 – May 2000
General American Financial, Costa Mesa, Ca Wholesale Closing Department / Customer Service Trainer	Apr 1992 – Sep 1994