JULIAN MERCER

LOAN PROCESSOR

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PROFESSIONAL SUMMARY

Mortgage Loan Processor with 9+ years preparing conventional, FHA, and VA files for underwriting at national lenders. Builds complete, clean files, clears conditions quickly, and keeps loan officers and borrowers informed so closings stay on schedule.

PROFESSIONAL EXPERIENCE

Senior Loan Processor
May 2022 - Present

Rocket Mortgage, Detroit, MI

- Process a pipeline of 35 to 40 conventional, FHA, and VA loans at a time, with an average of 28 days from application to closing.
- Submit files to underwriting with a first-pass clear-to-close rate of 82% by auditing income, asset, and appraisal documents before submission.
- Cleared underwriting conditions within 24 hours on average by contacting borrowers, employers, and title the same day.
- Reduced files lost to missing documents by sending borrowers a checklist at application and a status update every three days.
- Trained five new processors on the loan origination system and condition tracking.
- Built a shared checklist of common underwriting conditions by loan type that the team uses to catch missing items on day one.
- Worked with borrowers who were self-employed, collecting two years of returns and profit-and-loss statements and preparing the income worksheet for underwriters.

Loan Processor
Aug 2019 - Apr 2022

Flagstar Bank, Troy, MI

- Handled about 30 files a month for three loan officers, collecting paystubs, tax returns, and bank statements and verifying employment.
- Ordered appraisals, title, and flood certifications and tracked each to its due date, which cut rate-lock extensions by a third.
- Explained loan status, timelines, and next steps to about 15 borrowers a day by phone and email, with few escalations to managers.
- Kept a daily pipeline report of every file by milestone and due date and flagged 6 to 8 at-risk closings each week to loan officers and managers.
- Reviewed credit reports and worked with borrowers to explain inquiries and derogatory items that would delay approval.
- Coordinated with closers and title on final figures, and caught seven closing disclosure errors before borrowers received them.
- Closed 340 loans in 2021, a record for the branch, with the audit team reporting two documentation exceptions.

Loan Processing Assistant
Jun 2017 - Jul 2019

Quicken Loans, Detroit, MI

- Set up new loan files, ordered verifications, and scanned and indexed documents for processors handling a monthly volume of 150 files.
- Checked disclosures against TRID timing requirements and flagged late items to processors before deadlines passed.
- Learned the loan origination system and moved to a full processor assignment in 14 months.
- Called borrowers about missing documents each morning, which kept the assistant queue under two days old.

CORE SKILLS

Mortgage file preparation | Conventional, FHA, and VA guidelines | Income and asset verification | TRID disclosures | Appraisal and title coordination | Underwriting conditions | Credit report review | Pipeline management | Borrower communication | Encompass loan origination | Quality control audits | Document indexing | Rate lock and closing coordination

EDUCATION

Bachelor of Arts in Business Administration, Wayne State University, Detroit, MI

CERTIFICATIONS

Notary Public, Michigan