



KAMILLE JAN LUZON

AU LOAN PROCESSING OFFICER

CONTACT

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SUMMARY

I am a qualified professional Loan Processing Officer with more than 2 years of experience in handling Australian mortgage and auto loans. With regards to skills, I have a strong analytical and problem solving skills, critical thinking, leadership, teamwork and can work under pressure.

SOFTWARES

- MS Applications (Outlook, Teams, Word, Excel, and PowerPoint)
- Thunderbird Email
- Lotus Notes
- Basic Business SAP
- Infosys Finacle System
- Customer Relationship System (CRM)
- Equifax (Veda Auto & CRA Report)
- CoreLogic ValEx
- Canva Design

EXPERIENCE

LOAN PROCESSING OFFICER - AUSTRALIA

Firstmac Operations Center Pty Ltd, Ortigas Center, Pasig City

2021 - Present

- Australian Mortgage and Auto Loan Finance
 - Setting up and updating new client profiles in the 'Client Portal' CRM.
 - Assist with serviceability/lender calculators
 - Assessing income documents & statements, and rental income.
 - Assessing the financial stability of the borrowers when they reach the retirement age.
 - Assessing the contract of sale of mortgage, and tax invoice/contract of sale of vehicles
 - Process and review applications and compliance for lending applications.
 - Responding to customer queries in a timely and accurate way.
 - Liaising with customers, brokers, and dealers on any lending requirements or missing documentation.
 - Creating history notes accurately to reflect updates on the loan.
 - Processing and checking the various matters inside the application if it is indeed ready for Support Officer and BDM to handle and assist the client.

MARKETING ASSISTANT

Rizal Commercial Banking Corporation, Makati City

2017-2020

- Responsible for processing, monitoring and examining new loan and collateral documents from clients.
- Provides collection calls and exceptional client support by addressing their needs and queries in a timely and accurate way.
- Developed strong relationships with clients by addressing their concerns and providing solutions.
- Processing of loan accounts for set-up and approval of funding through workflows and documentary deficiencies validation.

SKILLS

- Computer literacy
- Strong written and verbal communication
- Excellent logical approach to analytical and problem solving
- Capable of quickly understanding how systems are used in order to provide efficient support
- Excellent interpersonal skills and a demonstrated willingness to work in a team environment
- Excellent organizational skills to maintain accurate files and records
- Keen to detail
- Excellent customer service
- Flexibility and Adaptability
- Multi-tasker and can work with aggressive deadlines

SEMINARS

2019

CASH MANAGEMENT

RCBC Savings Bank Corporate Center, Taguig Metro Manila

2018

CBG LEARNING ACADEMY – MA TRACK

RCBC Savings Bank Corporate Center, Taguig Metro Manila

EXPERIENCE

- Prepares and send Summary of Transaction (SOA) to different clients for their references.
- Establish, maintain and grow good relations with bank partners in the branch, and provide aftersales to prospective and existing clients.
- Preparing contracts and loan documents. Ensuring that request is documented properly prior to forwarding to signatories for approval.
- Review of lease/property documentation and collateral details thru CLSD Account Documentation Checklist (ADC).
- Ensure all weekly and monthly reports (Omnibus and Tracking Reports) are updated and submitted on time

SALES ASSISTANT

ABS-CBN Corporation - Creative Programs, Inc., Quezon City

2016-2017

- Performs administrative and office support for Account Executives
- Developed strong relationships with clients by addressing their concerns and providing solutions.
- Assist Marketing Affiliate Officer and Sales Officer in marketing strategies and events
- Assist Technical Engineer in Decoders for Cable Operators.
- Organizing and maintaining department contract database
- Respond to emails, phone calls, and other forms of correspondence
- Monitoring of Contracts of Cable Operators through CPI Customer Management System (CCMS)
- Reviewing all CCA and RBA Contracts from Account Executives
- And other duties as assigned by Supervisor

EDUCATION

2014 - 2016

World Citi Colleges, Antipolo City

BUSINESS ADMINISTRATION MAJOR IN MARKETING MANAGEMENT

2012-2013

Centro Escolar University, Manila

DOCTOR OF OPTOMETRY