

Heather Gonzales

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PROFILE

A dedicated and enthusiastic business graduate with experience in customer-facing positions. Academic background in finance and accounting. Comfortable working in a commission-only role. Excellent computer skills, including Microsoft Office and QuickBooks, and exceptional attention to detail.

PROFESSIONAL EXPERIENCE

Loan Officer Assistant

PA Funding Group, Philadelphia, PA | August 2020 – Present

- Assist in clearing conditions with underwriting to facilitate efficient loan application processing
- Work closely with loan officers to gather necessary documents and materials for loan applications
- Follow up with leads and schedule and confirm appointments with borrowers and referral partners

Customer Service Representative

RightNow Finance Solutions, Philadelphia, PA | December 2018 – February 2020

- Reviewed online appointment schedules to verify availability and reschedule appointments as needed
- Responded to phone calls and emails from banking members to answer questions regarding digital banking and other products and services
- Maintained a 90 percent customer satisfaction rate based on customer surveys and reviews

EDUCATION

Bachelor of Science in Accounting, GPA 3.6

University Of Pennsylvania
Philadelphia, PA
September 2016 – May 2020

Courses Completed:

- Economics
- Accounting and Financial Reporting
- Accounting and Business Analytics
- Corporate Finance

KEY SKILLS

- Customer Service
- Microsoft Office
- QuickBooks
- Cash Management
- Application Processing