Brandon Kessler

Loan Officer Assistant

Loan officer assistant with 1.5 years in residential mortgage, supporting 2 loan officers who close about 18 loans a month. Builds new files in Encompass, writes pre-approval letters and gathers documents for conventional loans and FHA loans. Gives first-time buyers patient customer service and keeps a clear prioritization when several closings land in one week.

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Experience

Loan Officer Assistant

Piedmont Home Lending • Charlotte, NC • 03/2025 - Present

Independent mortgage lender with 40 loan officers across North and South Carolina.

- Set up **35** new applications a month in Encompass, ordering credit, appraisals and flood certificates on day one.
- Write pre-approval letters within 1 business day for buyers referred by 20 real estate agents.
- Collect pay stubs, bank statements and tax returns for income verification, clearing 90% of initial conditions before processing.
- Update borrowers and agents on loan status twice a week, with zero written complaints during 2025.

Leasing Consultant

Ballantyne Grove Apartments • Charlotte, NC

06/2023 - 02/2025

320-unit apartment community in south Charlotte.

- Screened 40 rental applications a month, verifying income, credit and rental history against community standards.
- Leased 15 units a month on average, reaching 96% occupancy during the 2024 leasing season.
- Entered lease terms and payments in the property system and Excel with no errors in 2 annual audits.
- Handled 50 resident and prospect calls a day while juggling tours, move-ins and renewals.

Skills

Encompass

Conventional Loans

FHA Loans

Pre-Approval Letters

Loan Origination

Income Verification , Excel

Microsoft Office

Customer Service

Prioritization

Education

Bachelor of Science

University of North Carolina at Charlotte

Charlotte, NC

05/2023

Finance

Certificates

SAFE Mortgage Loan Originator Pre-Licensing Course (20 Hours)

NMLS-Approved Education Provider

11/2025