

**SUSAN SMITH**  
*Susansmith86@gmail.com*  
**123 Railroad Ave. ▪ Syracuse, NY 13335**  
**Phone (315) 298-1987 ▪ Cell (315) 387-9536**

---

October 1, 2011

James Nowak  
Vice President Sales  
Mortgage Corporation  
2651 Sheridan Avenue  
Syracuse, NY 13251

Dear Mr. Nowak:

I am writing to inquire about your corporate plans for hiring experienced mortgage banking professionals. I have had a varied background in the industry, from originations to underwriting to managing operations in foreclosures. I have a proven track record in making a contribution in each of these areas and am recognized to be a results-oriented manager.

Here are a few of my career highlights:

- Designed and developed processes to improve work flow in originations, contributing to smoother operations with fewer errors.
- Implemented revisions to the underwriting process to increase productivity and reduce delivery times by 10 percent within first year.
- Created an accountability and reward system to recognize staff for contributions made in improving customer service excellence.

I would sincerely appreciate an opportunity to discuss career opportunities with your organization. I will call you on Monday, January 24<sup>th</sup>, to determine when we might meet.

Sincerely,

Susan Smith

Enclosure