

Steven Hong

3036 E St
San Diego, CA 92102
(571) 243-1575

hongssteven@gmail.com

www.linkedin.com/in/hongssteven/

PROFESSIONAL EXPERIENCE

478th Transportation Company, Army Reserve — *Executive Officer*

MARCH 2018 - PRESENT • CAMP PENDLETON, CA

- Plan and execute mission phases for 14-day annual training event hosting over 80 soldiers to successfully meet Commander's operation intent and goals to meet mission essential tasks that include maintenance and transportation during convoy missions
- Strategize convoy missions by delegating and assigning task deliverables to a team of 8 non-commissioned officers and produced deliberate risk assessments by conducting research of multiple routes and analyzing risk factors that may impede missions
- Track and coordinate movement control teams to facilitate local movement and monitor traffic during field exercises
- Secret security clearance expiring in 11/2020

7CTOs — *Software Developer Intern*

JUNE 2018 - JULY 2018 • SAN DIEGO, CA

- Added chat features to existing React Native and Ruby on Rails code
- Collaborated in team of four interns to decide and propose push notification service before implementing the service

LEARN Academy — *Student Web Developer*

MARCH 2018 - JUNE 2018 • SAN DIEGO, CA

Working in a pair programming setting, completed over ten projects utilizing:

- MVC Principles
- Object-oriented programming
- Responsive design using Flexbox and Bootstrap
- API creation and RESTful route principles with Rails as the API communicating with React
- Multi-use component design and single page web-applications with React.js
- Test and Behavior Driven Development with RSpec
- Database CRUD principles, relational database design (RDD), and PostgreSQL queries
- Open source contribution with GitHub
- Agile development philosophy such as scrum in group project setting

San Diego County Credit Union — *Real Estate Specialist*

JUNE 2017 - MARCH 2018 • SAN DIEGO, CA

- Met sales quota per month for entire duration of employment
- Point of contact for mortgage related questions to 41 SDCCU branches throughout Southern California
- Works with sense of urgency to close loans by scheduled date and manage a pipeline of 30 to 40 members on average per month
- Cross-sell home loans to SDCCU members in call center environment by interviewing members to determine their financial needs and recommend the best fit product
- Cultivate leads from online mortgage applications and inquiries contacting members within 24 hours of assignment to complete and answer questions in regards to member's application and loan process

SKILLS

Languages

JavaScript, Ruby, SQL, HTML, CSS

Frameworks & Libraries

Ruby on Rails, React, Bootstrap

Databases

PostgreSQL

EDUCATION

LEARN Academy | San Diego, CA

MARCH 2018 - JUNE 2018

Full-stack web development boot camp with an emphasis in JavaScript, React, Ruby, Ruby on Rails, and SQL.

Virginia Military Institute | Lexington, VA — *B.A. in Modern Language & Cultures, Minor: History*

AUGUST 2008 - MAY 2012

PROJECTS

<https://stvnhng.github.io> — portfolio website using HTML & CSS

<http://feedme-yelp.herokuapp.com> — fair and social restaurant selector using React on the front end and Ruby on Rails on the back end incorporating Yelp and Google API

Bank of America — *Lending Consultant*

NOVEMBER 2016 - JUNE 2017 • SAN DIEGO, CA

- Organize and manage an average of 15 new clients per week using Salesforce
- Advise potential clients the best loan based on their financial situation and future plans
- Self-source business by developing relationships with real estate agents and brokers
- Collect personal information to assess client's credit and financial history to determine affordability
- Assist Financial Center and coach associates on referral strategies

San Diego County Credit Union — *Real Estate Processor*

SEPTEMBER 2016 - NOVEMBER 2016 • SAN DIEGO, CA

- Managed a pipeline of over 30 clients within first 45 days of employment
- Processed conventional and non-conventional mortgage loans in accordance to SDCCU procedures and compliance
- Reviewed sensitive documents to verify the accuracy of borrower's information
- Researched to process payoffs, subordination requests, reconveyances, and new loan transfers

SunTrust — *Commercial Portfolio Specialist*

JANUARY 2016 - MAY 2016 • VIENNA, VA

- Monitored and managed ticklers on Credit Management and Tracking System based off of documents and data received from over 420 non-profit organizations
- Utilized Salesforce proficiency to submit wholesale lending service requests such as financial statement spreads, covenant calculations, CLO Section, etc. to third party vendors and effectively navigated system to manage client's information and data
- Assisted 28 Portfolio Managers and Analysts by providing timely feedback on requests and any derogatory information such as past due financial statements and documents, non-compliance in borrowing base calculations, and covenant defaults
- Proactively completed annual credit file certifications by ordering client credit files to review and verify hard copy documents

Navy Federal Credit Union — *Mortgage Processor II*

JUNE 2014 - DECEMBER 2015 • VIENNA, VA

- Managed between 30 to 50 members on average per month
- Analyzed and confirmed receipt of documents required to legitimize borrower's claims and to process first mortgage loans in accordance with applicable federal and state laws, including NFCU's regulations and procedures
- Evaluated bank statements, credit reports, and other pertinent documents belonging to borrowers for information inconsistent with claims that could potentially defer/delay closing loan on scheduled date
- Calculated borrowers' income and debt ratio based on paycheck stubs, personal tax returns, and paycheck city
- Proficient with unique NFCU software (e.g. DU/UWS, UNIFI, UAD) and systems outside of NFCU (e.g. EQUIFAX, worknumber, Veterans Information Portal, and NETROnline)

Navy Federal Credit Union — *Member Service Representative*

APRIL 2013 - JUNE 2014 • VIENNA, VA

- Maintain a high-volume workload within a fast-paced environment, assisting an average of 150 members per day and consistently exceeding performance benchmarks and in member service ratings
- Educated members regarding NFCU's products and services after researching accounts using in-house software
- Managed escalated service concerns from members by submitting requests to the proper department to prevent reoccurring issues
- Safeguarded assets in compliance with standard procedures and Bank Secrecy Act