**LEENA GROTRA**📞 647-889-5226 | 📧 Leena\_goomber@hotmail.com

To Whom It May Concern:

I am excited to re-enter the workforce with a clear focus on residential appraisals—an area I have always been passionate about and now actively transitioning into. With a strong background in mortgage lending and real estate, my experience naturally complements the appraisal industry, as both fields rely heavily on evaluation, risk assessment, and market analysis.

After taking time to care for family, I am thrilled to redirect my career toward appraisal services, combining my deep-rooted knowledge of the housing market with newly acquired education. In the past year, I’ve completed AIC 101: Introduction to Appraisal (February 2024), BUSI 330: Foundations of Real Estate (September 2024), and AIC 102: Introduction to Professional Practice Seminar (April 2025)—all through UBC. These courses have reignited my drive for the property valuation sector and expanded my skill set for residential environments.

In my previous roles at Mortgage Alliance and TD Bank, I successfully closed millions in mortgage funding, conducted thorough risk assessments, and worked closely with real estate professionals. These experiences, along with my training in customer service and compliance, make me confident in my ability to deliver high-quality, reliable appraisal support.

I look forward to the opportunity to bring my dedication, learning mindset, and cross-functional expertise to your team. Thank you for considering my application.

Sincerely,

Leena Grotra

**Objective**

Motivated and detail-oriented professional transitioning into the appraisal industry with a strong foundation in mortgage lending, client service, and real estate. Passionate about expanding expertise into residential appraisals while bringing over a decade of experience in financial services and client advisory roles.

**Education**

* AIC 102: Introduction to Professional Practice Seminar – UBC, April 2025
* BUSI 330: Foundations of Real Estate – UBC, September 2024
* AIC 101: Introduction to Appraisal – UBC, February 2024
* Certificate – Mortgage Agent – REMIC, 2019
* Post-Diploma – Graphic Arts & Electronic Publishing – Humber College, 2001

**Work Experience**

Mortgage Alliance, Mortgage Agent (2019 – 2022)

* Worked with all lender types and clients to help them with their specific situation
* Constant training, learning, and attending annual seminars to learn about new programs, policies and lenders
* Generated private loan opportunities from past clients through effective relationship management
* Analyzed mortgage applications and assessed risk factors to make sound lending decisions
* Ensured compliance with industry regulations, company policies, and underwriting guidelines
* Collaborated closely with loan officers and borrowers to resolve underwriting issues promptly

TD Bank, Mortgage Lending Specialist (2014 – 2019)

* Built a client portfolio and referral system with closings of $20 million in mortgages funded annually
* Fostered excellent relationships with builders, real estate agents, and clients, leading to a 25% increase in repeat business and referrals

LG Vision Designs Inc., Owner (2000 – 2014)

* Worked on marketing campaigns for different brands and handled multiple digital accounts
* Created digital marketing campaigns and helped clients grow their presence and brand

**Skills**

Customer Service and Communication

* Exceptional verbal and written communication skills
* Proficient in de-escalating and resolving challenging situations

Problem-Solving and Organization

* Strong analytical and problem-solving skills
* Excellent multitasking and organizational abilities

Interpersonal Skills

* Ability to build trust and rapport with diverse clients and colleagues
* Professionalism and empathy in all interactions

Time Management and Adaptability

* Skilled at managing multiple tasks and adapting to change
* Quick learner, eager to acquire product knowledge