

Senior Product Analyst



About OptiFunder

OptiFunder is a leading provider of cloud technology to the residential mortgage finance industry and a pioneer of the Warehouse Lending Management System for mortgage originators. We provide a portfolio of technology solutions to non-bank mortgage-originating institutions to help lenders originate more loans, reduce origination costs, and increase operational efficiency across the mortgage lifecycle. By joining OptiFunder, you'll become part of a forward-thinking company transforming how our customers embrace technology to enhance their business and the bottom line. One of the fastest growing fintech companies, we offer the excitement of a rapidly growing technology disruptor with the stability of a seasoned management team and some of the brightest minds in mortgage banking and the best talent. Visit www.OptiFunder.com to learn more.

Job Description

The Senior Product Analyst is a financial industry professional excited to bring optimization and automation to clients and improve the mortgage ecosystem. The person in this role will eagerly roll up their sleeves to master our system and can't wait to work with clients to configure and bring each instance to life. With at least 7 years of related experience, the Senior Product Analyst will be equipped with foundational knowledge, specialized skills, and a desire to lead and support colleagues in his/her/their area of focus.

Essential Functions

As a Senior Product Analyst and implementation leader, you'll deliver first-to-market, advanced technology to independent mortgage originators to transform their funding process. You'll regularly work with clients, project managers, subject matter experts, and other analysts to develop and deliver automated solutions that measurably improve performance.

Using workflow tools, document recognition, and machine learning, you'll play a critical role in creating a rules-based environment that leverages the combined power of technology and industry expertise to delight our clients. In addition, you'll...

- Gather business requirements and develop to-be process flows to support the design and development of solutions for our clients.
- Identify decision elements in datasets and build logic, analyzing and recommending creative approaches to workflow challenges.
- Articulate complex technical concepts and options to non-technical stakeholders in meetings, calls, and via email.

- Measure the level of completeness throughout rule and configuration development, keeping project managers and team members aware of progress and issues.
- Provide UAT support to onboarding clients and make improvements through iterative validation.
- Proactively resolve business and technical problems encountered by addressing product questions, troubleshooting, and leading discovery/training sessions where needed
- Develop best practices for scalability, supportability, ease of maintenance, and system performance.
- Use integrated business analysis tools (Excel, GCP Data Studio, Postman) to inform exports/mapping efforts, business rules, and other aspects of configuration.
- Lead the way in developing processes and building capacity in a specific functional area.
- Provide coaching to analysts, new hires, and client users
- Test new releases/deployments after hours on occasion

Skills and Experience

- Bachelor's degree in a related discipline, along with a track record of continuous learning
- Thorough understanding of the loan origination process, acquired in mortgage or financial services roles
- Experience building complex matrices of requirements with extreme focus and attention to detail
- Ability to translate requirements into rules and decision logic for system evaluation
- Extensive practice configuring, testing, and troubleshooting new applications and systems
- Familiarity with workflow and capabilities of Loan Origination Systems (Encompass, MeridianLink, Byte, Empower, Blue Sage) and warehouse platforms (WLS, ProMerit)
- Ability to thrive in a virtual team and demonstrate leadership and engagement
- Self-motivated, energetic, able to pivot with priority shifts and process ambiguity
- Authentic client-facing skills, including building rapport, establishing trust and credibility, and exchanging clear and professional messages
- Agility and adaptability toward new system features and ideas for ongoing development
- Practice balancing player and coach roles and responsibilities
- Keen sense of ownership over work performed by you and under your guidance
- Proven success in an area of focus where you can provide team lift
- Proficiency with MS suite and collaborative tools; Excel power user is a plus

Travel Requirements

No travel

LOCATION: Remote Anywhere USA

Job Type: Full-time

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status