DONALD MARLIN

[redacted] • Louisville, KY 40214
Phone: [redacted]
Emails: [redacted]

Professional Objective

Dedicated professional with over 30 years of leadership experience in management, customer service, and financial services, seeking selection to the **Louisville Metro Civilian Review and Accountability Board.** Proven record of operational oversight, staff leadership, conflict resolution, and maintaining integrity in high-pressure, public-facing environments.

Professional Experience

Movement Mortgage, LLC – Louisville, KY
Mortgage Loan Officer | 2021–2022, 2025–Present

Ruoff Home Mortgage – Louisville, KY
Mortgage Loan Officer | 2022–2024

InterLinc Mortgage Services, LLC – Louisville, KY
Mortgage Loan Officer | 2024–2025

- Evaluate, authorize, and recommend loan applications while ensuring compliance with lending laws and ethical standards.
- Guide clients through complex financial transactions, maintaining transparency and trust throughout the process.
- Analyze creditworthiness, prepare documentation, and communicate financial details with clarity and professionalism.

Restaurant & Food Service Leadership (1994–2020)
General Manager Roles – Hooters, Roadhouse Grill, Applebee's, O'Charley's, Arby's, Panera Bread, Frisch's Big Boy

- Directed daily operations, staff training, and performance for multiple high-volume restaurant brands.
- Ensured compliance with health, safety, and regulatory requirements, fostering accountable and ethical operations.
- Managed multimillion-dollar budgets, controlled costs, and achieved consistent profitability targets.
- Resolved customer concerns and personnel issues with fairness, discretion, and professionalism.
- Built inclusive, performance-driven cultures emphasizing teamwork, respect, and integrity.

Education & Certifications

NMLS #2061198 – Licensed Loan Officer (KY, IN, OH)

Ongoing professional training in lending compliance and ethics

High School Diploma – DeSales High School, Louisville, KY (1993)

Key Skills

- Leadership & Accountability
- Policy & Compliance Oversight
- Conflict Resolution
- Ethical Decision-Making
- Financial & Operational Management
- Customer & Community Relations
- Staff Development & Training
- Communication & Transparency

Community Focus

Committed to promoting fairness, transparency, and accountability within Louisville Metro through community service and ethical leadership.