

# TOP AGENT MAGAZINE



## CHARLES DAILEY

Efficient, systematic, intelligent and team-oriented, Charles Dailey has found great success in the mortgage industry. He first started shortly after college, when he had a chance encounter with a loan officer at a coffee shop. He was invited to

his office the next day, where Charles began working immediately. A natural information-seeker, he was loving every minute of his new career, as it provided him with endless amounts of things to learn. He read as many books and manuals about lending that he could get his hands on, eventually and accidentally becoming extremely knowledgeable about every facet. Charles learned early on that his focus would be on underwriting, technology and developing systems to make lending and the sales cycle as efficient as possible.

At iLoan, Charles works as a manager and loan officer, serving multiple states. He has a team of people beside him, including two processors, Mike Hughes and Genny Holmes, and a very essential Production Manager, Katie Rangel. This team is extremely important to Charles, and is a vital part of his success. "I'm nothing without these people," Charles says. "Without them, I'm just someone who comes up with neat systems." He has a keen eye for picking out the best team members; the group works together like a well-oiled machine with Katie at the center and the others, including Charles at her command (she's the boss of him). "The success of the team is a direct correlation between office chemistry, fun and productivity. You can't put it in an excel spreadsheet but you can watch it materialize."

While he is humble to the point of embarrassment about his accomplishments, Charles has implemented very unique and effective systems. He's built pre-contract, in-transaction and post-closing systems to allow consumers access to all the tools they need during their transaction. "It is essentially 6-7 different customized software platforms put into one single sign-in for the consumer. They can access all the tools they need prior to going under contract," he explains. Once in the process of

getting the loan approved, the systems allow everyone to be kept up-to-date about what is going on, including the buyers and real estate agents. Afterwards, they keep in touch with the client, providing them with valuable and useful mortgage information.

Charles and his team provide superior service to their clients, educating them thoroughly and making the process go by as smoothly as possible. One recent client raved about the team's, saying, "We have used Charles Dailey to finance our home mortgage twice. As we are self-employed people, getting a lender to finance us is always a bit of a challenge. Charles and his team have the expertise to help you get the loan that you need and to overcome obstacles that present themselves. Working with them went very smoothly, they are VERY professional. You will not go wrong to use them for financing on your next home. We highly recommend them!"

While Charles is a self-proclaimed "mortgage nerd," he does spend time engaging in other activities, including spending time with his Weimaraner, Super Bee. He also makes financial donations to dog rescue groups and Amnesty International.

Aside from his beloved team, what Charles loves most about his work is that he has an endless amount of information to consume. "What I love most about it today is the same thing that made me want to be in it and stay in it in the beginning. This industry is an academic rabbit hole, you can't find the bottom of it. There's no point at which you can't learn more, so you are never bored."

Having been in this industry since 1997, Charles can't imagine himself in any other career path. This is his true passion, and it is clear he will only continue to grow from here.

For more information about Charles Dailey at iLoan, please call 612-234-7283 or email [charles@charlesdailey.com](mailto:charles@charlesdailey.com)