

## Internship: Equity Resources, Inc.

### Motivation to Select Project

The primary objective of my project was to enter into a professional setting to determine what type of career and job within that career I would like to pursue after graduation. My STEP category fell under "Internships" and helped me gain valuable professional experience to bolster my resume and understanding of corporate life. My project aligns with my aspirations and passion to help others and many of my administrative talents. My passion to work with people of different backgrounds was satisfied as many of our customers came from different backgrounds than myself. I was excited about how this internship would intellectually expand my understanding of what it means to help the community by providing assistance to community members through financing mortgages. I looked forward to learning analytical skills through learning how to process W-9 forms, verify employment, check credit scores, and other responsibilities. In addition, I was excited to see how my talents of organization, communicating with others, and working on a team would grow throughout my internship.



### Personal Impact

My internship at Equity Resources, Inc. was instrumental in preparing me for my future career. This transformational experience taught me skills of professionalism, managing and completing multiple tasks, creative thinking, and gave me hands-on corporate experience. I am very grateful to have been a member of a company that strives to improve the lives of families in the community and across the United States. In terms of professional goals, this internship helped me to see that my degree is applicable and valued in a corporate and domestic setting. At the end of the internship I received feedback of things I did well at Equity and was awarded the title "Outstanding Intern". According to my manager my strengths included my eagerness to learn new things with a special attentiveness and taking notes during trainings. In addition, my manager included I was seen as a hard worker, a driven and goal oriented individual, having high attention to details, and successful at multitasking and prioritizing with a sense of urgency. In fact, as senior interviewing for future jobs, I have been able to draw on my lessons from Equity as valuable experiences that have prepared me for my career. The STEP Transformational Experience gave me the opportunity to grow professionally and personally as a contributing individual to the workforce. I now have the skills and the confidence that my experience interning has well prepared me for future professional endeavors and personal success.

### Project Description

#### The Position

This summer I had the opportunity to intern at Equity Resources, Inc., an esteemed Ohio mortgage firm. I worked in the Closing Department on a variety of tasks with my main responsibility completing Verbal Verifications of Employment. I also had the opportunity to manage my own pipeline of work in which I updated and validated important realtor information to ensure future business for the company. Each week I participated in a professional development seminar given by a leading executive in the company on topics to improve professionally, personally, and prepare for future career endeavors.

#### Equity Resources, Inc.

Equity Resources, Inc. is an equal housing lender with the mission of "Improving the Lives of Families." Equity is headquartered in Newark, Ohio and has expanded to having lending licenses in nine different states. Equity strives to not only provide mortgages, but also educate its borrowers on how to position themselves in the best financial position to receive a home loan. Through education and financial coaching, mortgage specialists at Equity work diligently to help borrowers create more robust credit scores, achieve better fiscal positions, and determine which type of housing loan is best suited for their family. Equity also works on refinance loans for existing mortgages. Overall, Equity Resources, Inc. operates under creating a "Rave Fan" service model where the lives of families and the community are improved through doing business through Equity.



#### Vision Meeting: Columbus Zoo

I was able to attend the 2019 Vision Meeting while an intern at Equity. The meeting was held at the Columbus Zoo and allowed for a day of corporate bonding after the vision casting session. This day was devoted to celebrating the accomplishments of the 2018/2019 fiscal years as well as projecting the company's goals for the future. This was my first experience hearing a president of a company speak about the importance of being forward thinking in a business. Equity's Vision meeting not only painting a picture of upcoming goals for the next fiscal year, but also showcased research and forward thinking actions to respond to predicted technology that is up and coming. The Vision Meeting looked at positioning the company to be ahead of the curve for even five to ten years in advance.



#### Celebrating Helping the Community: 600 Families

My first day of work was on the 600 Families celebration. In the month of May Equity Resources helped 600 families receive a mortgage or a refinance, which is a company record. Different members of the company were recognized in this monumental effort in achieving the company's vision of helping the lives of families. It was very inspiring to see employee's being recognized for their efforts throughout the year

### Favorite Experience: 'Lunch and Learns'

An informative and important set of events that helped to open my worldview were the 'Lunch and Learns' that took place during my internship. Each week all the interns at Equity would come together to eat lunch and hear a presentation by an executive leader of the organization. The topics were all professional development related and varied from learning more about the mortgage industry, personal finance, establishing credit, interviewing practices, and much more. Each presenter shared their information and then allow time for the interns to dialogue and ask questions about the presentation. It was wonderful to hear insight from top level management on how they were able to improve the lives of families while finding personal, professional success. As an intern, it can be very intimidating to reach out to upper level management, but having these intentional times to network helped to break these barriers. The presenters were also able to give us insight on how each of our roles as an intern fit into the goals of the company and were helping other employees. I also found these presentations incredibly helpful in terms of learning best practices to prepare myself professionally and financially for life after graduation. Overall, the 'Lunch and Learn' program was an excellent way to grow professionally and learn good practices for future financial endeavors.

### Transformation from Project

My STEP project was transformational in terms of my understanding of myself and my assumptions of work in the business sector. As an International Studies major I held concerns with whether my major would prove to be applicable to organizations not directly related to international affairs. I was interested in pursuing this opportunity with Equity for a variety of reasons, but especially curious to see how my educational experiences in International Studies would correlate in a corporate realm with domestic interests. My assumption, or fear, was that my education would be difficult to transfer to a corporate workplace. I was very excited to see how well my natural skills and those refined through my time at Ohio State prepared me well to be an active participant in the mortgage sector. Through helpful and patience leadership I was able to learn how to succeed in this environment and complete my tasks in an effective and efficient manner. Through my time at Equity I was grateful to learn how I could be a contributing and valuable member on the Closing Team.

