

STEVE SILVESTRI

A Service Leader

Steve Silvestri grew up in Fullerton with dreams of becoming a law enforcement officer, not a loan officer. But after he graduated from the University of Arizona with a degree in business administration and accounting, he came back home and began working for a mortgage broker. When he closed his first loan, his future changed forever.



“I closed my first loan and got hooked,” Steve says. “Back then, the conforming loan limit was \$202,300, and my first loan was a jumbo. It was a huge loan at the time. I thought, holy cow, this is amazing!”

After a long and successful career in mortgage lending, Steve still thinks the industry is amazing, especially since joining loanDepot® (formerly imortgage), where

innovation keeps improving the way loans are delivered to the public. “We are a leader in financial tech, and working here reminds me of being on the ground floor of a technology company. Our niche lending products and the new tech features we have coming out this year prove what an industry leader loanDepot® really is.”

Steve has forged a thriving career in home lending in spite of fluctuating market cycles, and he says that at every turn, his success has come from going back to the basics: hard work, professionalism and customer service. While loanDepot® is masterful at integrating new technologies into its loan services, it has not forgotten that it is in business to serve people. Its culture revolves around a human-focused workplace that empowers personnel to seamlessly deliver the company’s responsive loan products.

While many lending institutions still grapple with the age-old struggle between sales and ops, loanDepot® is a collaborative environment where transparency allows sales professionals to communicate with operations teams and underwriters to create positive client outcomes. Technology makes processes fluid and facilitates communication between the parties.

As a producing sales manager, Steve oversees a team made up of a production assistant, Lexi, and a loan specialist, Mike. “Our team couldn’t run without Lexi. She was new in the business when she started, and a year-and-a-half in, she is on top of everything. She’s a straight shooter, and when something comes up, she figures it out and handles it.”

Recently, loanDepot® launched a new pilot program designed to develop young professionals in the mortgage industry through one-on-one mentoring. Mike is a new recruit, and Steve describes him as “a fearless go-getter. The company has been talking for some time about getting young blood into the industry. It’s an industry nobody really knows about growing up, unless someone close to them is in the business. We thought if we could recruit young sales talent, we could help teach them about loans and develop a new generation of strong mortgage professionals. Mike is the perfect example of someone who doesn’t mind hustling and who is becoming an incredible loan officer.”



While Steve is an expert in all kinds of loans, he still enjoys the challenge of working with jumbo transactions. “I think it takes part technical skill, and part artistry. I love creating a roadmap so the underwriter can easily comprehend the big picture and the compensating factors in the borrower’s profile. Even though there are jumbo guidelines, the files tend to be very complex with multiple layers of assets and income. To me, it’s like putting a puzzle together.”

Steve has earned an outstanding reputation for service among his client and peers, but he says his family is his true motivation for doing his best work. “My wife and I have three young kids, and when I go home to all of them, I hit the reset button. I always say I must be a really good salesperson because somehow I talked her into marrying me. She’s always been my biggest fan and supporter, and I owe her everything. As a family, we are really busy with our kids’ sports. We love watching them play. I still like to play golf when I can, and I plan to eventually get my kids out there with me. When they’re teenagers, I hope we can spend long days together on the golf course.”

Looking back over his career, Steve is delighted with his

decision to become a loan officer. He takes pride in serving his community by helping families purchase the home of their dreams.

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