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magazine

Alan  
Mack







## Alan Mack

Alan Mack brings 29 storied years of industry insight to his role as Branch Manager at Skyline Home Loans. Back when he was 28 years old, a colleague suggested that his skills would make for a good fit in the mortgage business. Always open to opportunity and tapping into his entrepreneurial spirit, Alan heeded his friend's suggestion and was soon learning the ropes of the industry. Over the years, Alan has observed myriad changes and fluctuations in the market and has built a powerful career through every ensuing decade. Applying an engrained command of quality service, Alan is now at the helm of a thriving office and remains committed to the values that

launched him to success: abiding by the Golden Rule, keeping the lines of communication clear and open, and following through on his professional promises.

Alan primarily serves the Orange County region, at the head of a team of 12. At Skyline Home Loans, he serves as wise counsel for both his growing team and his host of repeat and referral clients — which amount to nearly 100% of his business. What keeps clients coming back? For starters, Alan's lengthy industry tenure affords him unparalleled knowledge when it comes to navigating loan offerings and the





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intricacies of the lending process. From guiding seasoned homeowners to first-time buyers, Alan makes it a priority to educate those he serves and stays up-to-date on the business’s ever-evolving regulations and guidelines. Doing so helps his clients understand the big picture of what will become the largest investment of their lives. “Especially in today’s market, you have to communicate with your client and walk

them through the process,” he explains. “You have to make sure to educate your borrower. Even if they’ve purchased in the past, the industry changes every year and it’s so important to keep borrowers empowered with information.” To further quell the anxieties inherent in the borrowing process, Alan and his team commit to accessibility and communication, touching base with borrowers and REALTOR®

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referral partners regularly throughout a transaction. This ensures that all parties are well-informed and up-to-date on the progress of a loan. “When people call me, I pick up the phone,” he says. “My mantra is customer service. If you provide great customer service, clients will come back to you again and again, and will be confident referring you.”

Considering his prolific industry experience, Alan learned early on the value of cultivating lasting relationships with those he serves. Before technology streamlined communication, Alan built a habit of personalized face-to-face time with clients, which went a long way to cement a professional connection. Today, he remains committed to the same client-centric philosophy, a practice he passes along to his growing roster of loan officers. As Branch Manager, Alan takes pride in cultivating his office’s talented staff. He acts as a seasoned coach and resource to his team, advocating for their professional development in order to best serve their client pool. “It’s so rewarding to watch loan officers grow as they make names for themselves,” Alan says. “As they begin to earn more and more recognition from clients and referral partners, it’s gratifying to be part of that. I’m all about seeing my team develop and flourish. I always want to allow them to shine.”

In the same vein, Alan takes his investment in his clients’ homeownership goals very seriously. Though he’s watched the industry evolve over three decades, he has never lost sight of the personal component in each transaction. “What I love about this business is being able to help people, especially first-time

homebuyers,” he recounts. “There’s something really special about helping someone achieve the American Dream. Seeing my clients’ excitement when I let them know they’ve been approved for a mortgage, and watching their faces light up when they get the keys to their new home — there’s nothing better than having a part in that.”

To give back to his local and professional community, Alan is an avid supporter of the Orange County Association of REALTORS®, where he frequently sponsors and participates in area events. In his free hours, Alan is a committed bodybuilder — a sport he has been active in for decades. He also considers himself a spiritual person, and makes an effort to achieve a harmonious balance physically, mentally, and spiritually.

Looking ahead, Alan has plans to continue building up his team to best serve Orange County’s slew of homebuyers entering the market. While he still produces loans, much of his focus is committed to growing his talent roster, while ensuring that every borrower and referral partner is dealt the same superlative service he built his reputation upon. Almost thirty years after his career launched, Alan has weathered countless industry shake-ups and has grown stronger and more knowledgeable with each passing year. With an abiding commitment to putting clients first and investing in his tight-knit team, the best is assuredly still to come for Alan. “When it comes down to it, I like to see other people happy,” he reflects. “It’s all about living by the Golden Rule, and if you do that — you’ll go above and beyond.”

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