

NAME

Address

Phone Number • Email Address

SENIOR MORTGAGE MANAGER: *Credit Analysis, Underwriting, Mortgage Consulting*

Results-driven financial leader with 15+ years experience impacting profitability and growth for a variety of both startup and established financial services institutions. Relationship builder adept at promoting customer service excellence to drive exponential sales growth and revenue expansion. Innovative problem solver with advanced knowledge of the complete mortgage process and particular expertise in the operational side of the mortgage industry.

Areas of expertise:

Underwriting • Credit Analysis • Customer Relationship Management • Strategic Planning
Partnership Development • Consultative Sales • Revenue Expansion • Market Penetration
Operations Management • Team Building • Managerial Leadership

PROFESSIONAL EXPERIENCE

COMPANY 1, Columbus, Ohio • 2005-2008

One of the world's oldest operating financial services firms.

Mortgage Consultant

Directed sales of mortgage products, closing a high percentage of leads with a consultative sales approach within a highly competitive increasing rate environment. Navigated clients through the complete mortgage process with underwriting authority of over \$400K. Cross sold credit card products to qualified customers.

- Ranked in the top 5% of nearly 800 loan officers within the nationwide corporate system 2 consecutive years, receiving the elite XXX recognition.
- Achieved the record rate of converting nearly 15% of all sales leads into mortgage applications, surpassing the company's average by 88%.
- Closed a landmark \$100M in loans during tenure in this position.

COMPANY 2, Fort Wayne, Indiana • 2004

Mortgage division of XXX residential building corporation.

Mortgage Branch Manager

Headed a 4-member team in the sale of mortgage products to existing XXXX clients.

- Skyrocketed the critical "capture rate" nearly 150%, successfully winning the loan business of 87% of XXX customers.
- Raised customer service scores 58%, dramatically increasing the pool of potential repeat customers.
- Extended company's mortgage reach beyond XXXX customers, increasing outside mortgage loans to non-company home owners by nearly 400%.

COMPANY 3, Fort Wayne, Indiana • 2003-2004

Small mortgage provider servicing the local Fort Wayne area.

Loan Officer

Originated 1st mortgage loans, establishing a strong referral network as a trusted partner with numerous local realtors and builders.

- Originated \$4M in 1st mortgage loans in just 7 months, increasing office's bottom line profit nearly 25%.

COMPANY 4, Fort Wayne, Indiana • 1987-2003

Regional bank serving the northern Indiana and southern Michigan areas.

Branch Manager

Led an 8-employee branch to drive the achievement of sales, administrative, operational, and audit goals and standards. Instituted a branch-wide focus on customer relationships by continuously coaching staff on relationship development, consultative sales, and community outreach strategies.

- Boosted business/corporate banking accounts 62% and raised branch's deposit base nearly 25% during time in this position.
- Streamlined operations and improved service levels 8% with an initiative to cross-train staff in the sale of any bank product, from checking/savings accounts to mortgage loans.
- Consistently grew deposit base with new customers by maintaining an active role in community affairs and by developing the most highly trained staff in the region.

EDUCATION

Master of Business Administration (*in progress*)

University, Location

Bachelor of Science in Business

University, Location