

Format used for career transition from mortgage sales to another non-industry specific outside sales position. We made modifications one year later targeting a specific industry. Recent decline in the sub-prime mortgage lending industry prohibited extensive use of recent sales figures.

Tiffany Thames

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Self-motivated **Sales and Customer Service** professional bringing extensive experience from a highly competitive product and services industry. Proven history of going beyond customer service expectations, offering solid financial products, and consistently achieving top level sales and customer service performance recognition.

Key Strengths

- ◆ Proven ability to work under pressure, manage multiple accounts, and meet tight deadlines
 - ◆ Ranked within the top 10% of the company's leading producers
 - ◆ Sales pipeline management and Account Management
 - ◆ Operations management / Process Improvement
 - ◆ Employee development / Training
 - ◆ Excellent communication skills
 - ◆ Global traveler, knowledge and understanding of German and other cultures
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Highlights of Skills & Performance

SALES & CUSTOMER SERVICE

- ◆ Increased referrals and leads base by 40% while achieving a 85% of repeat business from clients.
- ◆ Leveraged lender partnerships to negotiate best products, rates, and services with preferred lenders on behalf of customers.
- ◆ Maintained a significant pipeline (product) base, averaging 60 accounts per month.
- ◆ Maintained sense of integrity and honesty when working with customers in selecting financial products and services.
- ◆ Received numerous letters of thanks and commendation directly from clients.
- ◆ Communicated loan application/processing procedures and required documentation in detail with customers to increase their understanding, cooperation, and comfort level of the lending process.

MANAGEMENT

- ◆ Motivated employees to excel through hands-on support, formal training/guidance, and establishing procedures to facilitate loan processing and closings.
- ◆ Oversaw the staffing, training, and supervision of 15 loan processors and two managers.
- ◆ Improved underwriting turnaround time by 24 hours by developing and implementing a new in-house streamlined processing system.

HIGHLIGHTS OF EXPERIENCE

Everyday Mortgage Group ◇ Loan Officer ◇ Columbia ◇ Aug. 2005 to present

Financial Trust Investment Group, Inc ◇ Director of Operations ◇ Annapolis ◇ Nov. 2004 to July 2005

Unifirst Mortgage Group ◇ Underwriter III ◇ Columbia ◇ July 2004 to Sept. 2004

Premium Equity Partners ◇ Processing Director ◇ Towson ◇ Oct. 2002 to June 2004

Care One Financial Group, LLC ◇ Management/ Loan Processing ◇ Baltimore ◇ Nov. 1998 to Sept. 2002

Education

B.S. Microbiology/Immunology ◇ The University of Melbourne, Melbourne, Australia