

SAMPLE RESUME

ADDRESS 95624 PHONE E-MAIL

SALES PROFESSIONAL

QUALIFICATION PROFILE

Highly capable and intuitive professional offering easily transferable and broad experience in client relationship, management, sales, customer services and marketing. Demonstrate proficiency in listening to client needs, and formulating the tactical action plan to achieve results. Ability to increase customer retention, expand market sales and drive revenue. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and production methods. Constantly explore opportunities to further elevate customer loyalty and boost revenues. Areas of expertise include:

BUSINESS UNIT MANAGEMENT
OFFICE MANAGEMENT
STRATEGIC MARKET POSITIONING

PRESENTATION & COMMUNICATIONS
CUSTOMER SERVICE
CONSULTATIVE SELLING

PUBLIC RELATIONS
NEGOTIATIONS
BUDGET ADMINISTRATION

CORE COMPETENCIES

SALES	Knowledge of principles and methods in showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
CUSTOMER AND PERSONAL SERVICE	Knowledge of principles and processes in providing customer and personal services, which includes assessing customer needs, meeting quality standards for services, and evaluating customer satisfaction.
CLIENT RELATIONS & NEGOTIATIONS	Adept in corresponding well with all levels of professionals; establishing and maintaining rapport with clients and colleagues.

SELECTED ACCOMPLISHMENTS

- ◆ S.N.A.P. Team Top Producer for 2008; \$32,975,000 in total fundings
- ◆ Developed, ensured and grew client relationships for over 50 accounts during my tenure at Digital Gear
- ◆ Identified, enhanced and documented corporate standards and procedures for project life cycle to ensure highest quality and standards for clients
- ◆ Created concept and led team to implement and account project tracking and filing system for Digital Gear
- ◆ Launched and contributed to the growth of Internet Division at Ward Associates for 20% of corporate profit

WORK HISTORY

HOME CONSTRUCTION LENDING SPECIALIST Jan 2008-Present
INDYMAC BANK - HOME CONSTRUCTION LENDING CONSTRUCTION – SALES DIVISION ■ RANCHO CORDOVA, CA

- Complemented B2B sales force by soliciting production for the Home Construction Lending Department
- Helped IndyMac Sellers to facilitate the construction loan process; worked with sellers on qualifying potential construction loan borrowers and with borrowers in closing construction loan transactions
- Taught sellers on the benefits of using IndyMac Construction lending products and utilizing the S.N.A.P. (Simple New Application Process) Channel for funding construction loans.
- One of the founding members of SNAP team; Top Producer in units and volume resulting in \$32,975,000 in total funding for 2008

RETAIL LOAN OFFICER Mar 2004-Jan 2006

- Brought new business and established relationship with the borrowers
- Followed up on potential customer leads by contacting borrowers to answer questions regarding loan documents and the loan process
- Evaluated and analyzed borrower's income, debt, and asset information; assured loan is in compliance with pertinent laws and regulations
- Assessed the construction of package through reviewing of plans, costs, etc.

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- Worked closely with the Loan Processor, Underwriter and Funder to facilitate loan closing and coordinated negotiations and communications between borrowers, sellers, escrow, and title companies

ACCOUNT EXECUTIVE

May 2003-Mar 2004

- Educated potential customers about the construction lending process in a call center environment
- Referred customers and prospects to loan officers; assisted potential clients by answering general home construction lending questions and fulfilled customer requests
- Expanded outbound calls to prospective borrowers sourced from current IndyMac lot loan customers and IndyMac affiliated partners, such as home plan companies, Internet Search Engines and construction related Web sites.

ACCOUNT / PROJECT MANAGER

Oct 2000-November 2002

DIGITAL GEAR, INC. ■ SACRAMENTO, CA

- Oversee and direct all aspects of client accounts including Web development projects from initial consultation through publishing, web updates and change requests, as well as billing, contract, and quotation inquiries
- Maintain URL and other necessary vendor agreements; assist production team in developing user interface and Web applications that reflects client's identity and fulfill functional needs
- Coordinate between client and production team; categorize and address potential problems; support clientele with content development, creative and technical matters
- Assess client needs, define project scope, and assist in quote development
- Handle key projects with the value of approximately \$25,000 and \$75,000; generate new revenue through client contact and networking
- Manage key accounts such as JTS Communities, Meritage Homes, Inc., Lennar Communities, LPA Sacramento, Inc., Tai Seng Entertainment, City of Lincoln, Sacramento Convention, and Visitors Bureau

EMPLOYMENT HISTORY

WARDS ASSOCIATES, INC ■ SACRAMENTO, CA: AUG 1997-OCT 2000
PROJECT MANAGER | INTERNET SPECIALIST: DEC 1997-OCT 2000
MARKETING / PRODUCTION ASSISTANT: AUG 1997-DEC 1997

MACINTOSH OPERATOR, QUADRA COLOR, INC.: FEB 1995-AUG 1997

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS | CONCENTRATION IN MANAGEMENT, *ONGOING*
University of Phoenix – RANCHO CORDOVA, CA

TECHNICAL SKILLS

Siebel | Microsoft Word; Excel; Project; Visio and Outlook | QuarkXPress | Adobe GoLive, PhotoShop, PageMaker and Illustrator | Retrospect and QuickMailPro | Macromedia DreamWeaver | HTML | JavaScript