

MICHAEL STIEF

4801 Spencer Street, Apt 239 Las Vegas, NV 89119
(714) 325-9204 / michael@mstief.org

PROFESSIONAL HIGHLIGHTS

Dedicated Operations and Business Development Manager is a U.S. Army Veteran and effective leader who excels at using proven methods to successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic leader and decision maker with an unsurpassed work ethic.

Team Building | Sales Management | Business Development | Customer Service | Corporate Planning | Financial and Corporate Fiscal Policy | Business Operations | Quality Assurance | Process Improvement

PROFESSIONAL EXPERIENCE

EAGLE MARKETING, LLC

2018 to present

Owner/Business Operations Manager

Firm specializing membership, sales, and marketing.

Product specialty: Health and Wellness products.

- Introduce customers to products, educate and complete sales and customer service follow up. Process customer correspondence and respond to complaints and/or process returns according to policy. Cross market similar products as per customer needs or wishes.

AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA, Costa Mesa, CA

2016 to 2017

Policy Services Specialist 1

Firm specializing in Membership and Insurance Products

- Receive inbound calls from members and insured's and assist the with various tasks from processing payments to comprehensive policy review including but not limited to adding or removing drivers and or vehicles, policy coverage changes and to cross sell other products available to enhance current discounts offered.

PEOPLES BANK, Irvine, CA

Senior Mortgage Banker

2015 – 2016

Firm specializing in residential reverse mortgages

- Receive live leads from various sources and qualify the leads to ensure compliance with HUD and FHA guidelines.
- Worked potential loan requests from application to final funding and followed up with applicants to ensure customer satisfaction with the process and request referrals.
- Loan Originator skilled at properly qualifying applicants for residential mortgages.
- Committed to excellence in meeting agency compliance and in exceeding customer service goals.

FLADEBOE AUTOMOTIVE GROUP, INC., Irvine, CA

2010 - 2014

Fleet Sales Manager / Alternative Fuel and Electric Vehicle Sales Manager

- Sales and service of Honda, Volkswagen, Buick, GMC, Coda and EcoCentre Electric vehicles.
- Specialized in government fleet and alternative fuel vehicle sales and marketing.
- Maintained elevated level of customer service through customer satisfaction surveys via telephone and email.
- Collaborated to create, develop, and implement cutting edge EcoCentre focused on sales and marketing of electric and alternative fueled vehicles to consumers and business clientele.

▪ **MICHAEL STIEF**

Page 2

NEWPORT MESA DETAIL, Costa Mesa, CA
Owner / Business Operations Manager

2008 - 2010

- Owned and operated a firm specializing in mobile auto detail.
- Responsible for creating all advertising and marketing plans for new start-up business.

HEMLOCKER LOANS, Irvine, CA
Loan Consultant
Firm Specializing in Home Loans

2005 - 2008

- Cold called potential clients from targeted farm lists to offer alternative forms of refinancing or purchase financing for residential loans.
- Worked potential loan requests from application to final funding and followed up with applicants to insure customer satisfaction with the process and request referrals.
- Loan Originator skilled at properly qualifying applicants for commercial / residential mortgages.
- Committed to excellence in meeting agency compliance and in exceeding customer service goals.

EXPO NETWORK, INC, Costa Mesa, CA
Chief Operations Officer / Chief Financial Officer
Firm specializing in Tradeshow Services and exhibit manufacturing

1991 - 2005

Areas of Responsibility: corporate planning, financial and corporate fiscal policy, bank relations, capital resources, outside audits, operational results, tax considerations, cash management, payroll, human resources, benefits administration, and supervising day to day operations in all departments.

- Preparation of quarterly financial statements for submission to CPA.
- Effectively handled multi-state union contracts and negotiated with vendors to obtain the lowest price, as well as the most favorable terms and conditions.
- Coordinated outsourcing to increase bottom-line profitability and save time.
- Recruited, interviewed, hired, and directed 12 management team members.

Selected Contributions:

- Effectively launched a new subsidiary to complement and enhance cash flow during slow periods.

THE EQUIOUS GROUP, Newport Beach, CA
Managing Partner
Business Financial Services Company

1983 - 1991

- supervised and motivated 15 employees in all aspects of lease and lease-purchase finance programs.
- Streamlined purchasing and administrative processes and oversaw all facets of cost containment.
- Skilled in negotiating, renegotiating, and administering contracts with vendors and partner companies.
- Effectively negotiated with lending sources to raise capital for aircraft and motion picture financing.

Computer Applications and Database Skills: MS Win 7, Win 10, 11MS Office suite, Google suite and QuickBooks Pro. ♦ Reynolds & Reynolds, Vin Solutions, Dealer Socket, Sales Force (Data.com), Point and Encompass.

EDUCATION

Khan Academy – Computer Science
Automotive Management – College of Automotive Management
Program in Bio-Chemistry - California Polytechnic University, San Luis Obispo, CA
Program in, Chemistry - Moorpark College, Moorpark, CA