

## BUSINESS DEVELOPMENT CONSULTANT

### Executive Summary

Dynamic financial services and business development leader with 17+ years of combined experience across diverse banking and sales platforms. Dedicated to delivering services excellence while surpassing revenue objectives, working closely with teams and clients to address needs. Enforces adherence to organizational policies, procedures, and standards as well as industry regulations. Blends strong analytical and communications acumen to generate comprehensive research and reports - supporting planning and decision-making. Senior loan operations specialists skilled in collaborating with multidisciplinary teams throughout application and financing processes.

### Core Qualifications

- Loan operations & documentation
- Compliance guidelines
- Risk mitigation
- Team leadership & support
- Investments management
- Home & commercial mortgages
- Microsoft Office
- Business development
- Negotiations
- Stakeholder relations
- Customer service
- Sales life-cycle
- Underwriting requirements
- Financial & credit data analysis
- Prospecting & referrals

### Professional Experience

Company Name City , State Business Development Consultant 02/2019 to 04/2020

- Delivered expert consulting services in financing, operations, sales, and marketing.
- Fueled revenues and achieved top client satisfaction / referrals, maintaining top producer ranking by securing up to 50 new clients monthly.
- Forged and cultivated productive relationships with customers and team members, facilitating full sales process by identifying and addressing individual needs.
- Developed and implemented process improvement plans based on client feedback and operational monitoring.
- Served as key expert in products and services, skillfully representing brand and overall offerings.

Company Name City , State Business Development Manager 03/2017 to 02/2019

- Spearheaded new business development, leading turnaround of under-performing product lines to achieve objectives.
- Improved bottom line profit by securing business from up to 40 new clients monthly, generating quality leads, implementing client acquisition strategies, and effectively targeting valuable business opportunities.
- Orchestrated diversification of offerings, increasing sales via new product launches.
- Consistently exceeded quotas through new account penetration and territory expansion.
- Liaised with potential customers via telephone, email, and in-person - addressing inquiries and recommending products / services in alignment with individual needs.

Company Name City , State Branch Manager 02/2014 to 03/2017

- Coordinated talented team of 8 committed to development and retention of profitable client base.
- Managed and administered accounts opening, loan applications, monthly reporting, teller transactions, customer services, sales, staff evaluation, and new hiring.
- Boosted loan and deposit rates while elevating branch to highest performer in customer satisfaction scores.
- Applied expertise in Fiserv, Business Process Manager, Ultipro, Taleo, Continuity Control, Connections, Applink, and MortgageBot tools.

Company Name City , State Branch Manager/Loan Officer 02/2003 to 01/2014

- Progressed through various roles, starting from Loan Officer position and culminating in Branch Manager title.
- Managed and administered consumer and real estate loan operations across various offices.
- Drove smooth transition of newly-acquired Smith County State Bank and Trust Department - consolidating team of 30+.
- Approved and oversaw payroll, bills for payment, budgeting, reporting, and advertising.
- Provided staff leadership, evaluations, salary adjustments, interviews, and hiring.

#### Education

Bachelor of Science : Business NorthWestern Oklahoma State University , City , State

- Major in Agricultural Business
- Minor in Business Administration

Leadership Training Leader Effectiveness Training , City , State

- The Peoples Bank annual leadership training program

Schools of Lending Principles Schools of Banking , City , State  
Associations

- Kansas Notary Public
- Augusta Chamber of Commerce, Board Member
- Saint Francis Community Services Foster Parent
- Nationwide Mortgage Licensing System (NMLS) - Previously Registered