

ETIENNE HAMILTON

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Summary

Experienced and versatile professional with a strong background in sales, account management, account executive, insurance, real estate, mortgage, and construction project management. Skilled in identifying new business opportunities, upselling services, and resolving complex issues. Proven track record of helping clients achieve their goals, navigate complex processes, and ensure seamless transactions. Excels in sales, risk assessment, project management, problem-solving, and analytics, with strong time management and compliance capabilities. Backed by solid technical skills and a commitment to delivering high-quality service across industries.

Employment History

CBIZ

Sales Account Manager | Property & Casualty

Dec 2022 - October 2024

- Prospected and developed new commercial clients through networking, referrals, and targeted outreach.
- Managed a portfolio of commercial insurance accounts, ensuring accurate coverage, renewals, and client satisfaction.
- Marketed and negotiated P&C insurance products with carriers to secure competitive terms and pricing.
- Collaborated with producers to design tailored insurance programs that met client risk management needs.
- Prepared and presented proposals, quotes, and renewal packages in compliance with underwriting standards.
- Guided clients through policy changes, claims support, and compliance requirements across multiple industries.
- Handled a broad portfolio including Commercial Automobile, Workers' Compensation, General Liability, Excess/Umbrella, and Business Owners Policies (BOPs), ensuring tailored coverage and compliance across multiple industries.

Altisource

Account Executive | Mortgage

Jan 2021 - Aug 2022

- Identified, onboarded, and maintained relationships with mortgage brokers and sellers to drive consistent loan volume and expand market share nationwide.
- Promoted a full suite of mortgage programs—including fix-and-flip, bridge, DSCR, and construction loans—while ensuring compliance with underwriting, disclosure, and regulatory standards.
- Pre-qualified and pre-underwrote loan files; assisted partners with submissions through online systems, including rate sheets, automated underwriting, and lock procedures.
- Acted as primary liaison between brokers, processors, underwriting, and closing teams.
- Trained brokers on loan submission processes, pricing tools, and company technology platforms.
- Managed the full sales cycle from lead qualification to funding, consistently exceeding production goals.
- Coordinated with underwriting and closing teams to ensure smooth, timely closings.

Habitat Apartment Locator

Real Estate Agent

Nov 2018 – Dec 2020

- Guided clients through home sales and leasing, advising on budgeting and mortgage options to ensure informed decisions.
- Drafted contracts, leases, closing statements, and deeds with 100% compliance and accuracy.
- Acted as a liaison between buyers and sellers to ensure smooth, mutually satisfactory transactions.
- Conducted comparative market analyses to determine accurate listing prices and competitive offer strategies.
- Scheduled and led property tours, effectively showcasing features to increase buyer interest and shorten listing time.
- Negotiated favorable lease terms and provided ongoing support after moving-in to maximize client satisfaction.

Converse Insurance
Insurance Producer

June 2017 - Oct 2018

- Developed tailored insurance solutions for individuals and businesses, providing coverage across life, health, property, auto, and commercial lines.
- Educated clients in policy terms and benefits, leading to more confident purchasing and a 25% increase in policy conversions.
- Managed the full sales cycle, from prospecting and consultations to underwriting coordination and timely policy delivery.
- Grew and retained a strong client portfolio through strategic networking, referrals, and targeted marketing campaigns.
- Oversaw administrative tasks including policy renewals, accurate recordkeeping, and compliance with all underwriting and regulatory guidelines.

Jona Lane Enterprise
Construction Project Manager

June 2012 – Apr 2017

- Managed all project phases from pre-construction to close-out, achieving an average schedule adherence rate of 95% and maintaining budget variance within ±5%.
- Developed detailed project schedules and contributed to bid preparation, improving bid accuracy and win rates.
- Procured materials and negotiated subcontractor contracts, generating significant cost savings on key projects.
- Directed on-site activities ensuring compliance with building codes, safety regulations, and environmental standards, enhancing overall site safety.
- Led project planning sessions with owners, architects, and consultants, effectively resolving design and construction challenges to reduce delays.
- Prepared budget estimates, progress reports, and cost tracking documentation, improving reporting accuracy and forecasting reliability.

EDUCATION

Bachelor of Science (BS), Agribusiness Management – Pennsylvania State University

LICENSES & CERTIFICATIONS

Real Estate (TREC)707210, Mortgage Loan Origination (NMLS)2180605, Property, Casualty, Life, & Health (TDI)2202074, Forklift, OSHA-10

TECHNICAL SKILLS

Software: Microsoft Office Suite, Microsoft Dynamics 365 Access, Microsoft Power BI, Word, Excel (VLOOKUP, PIVOT TABLE, INDEX Match) PowerPoint, OneNote, Outlook, Microsoft Project, InfoPath, SharePoint, Salesforce, Lending Pad, Encompass, Slack, Hyperion, Applied Epic, AMS 360, SAP, and Monday.com

SOFT SKILLS

Leadership, Relationship Building, Critical Thinking, Effective Communication, Problem-Solving, Adaptability, Time Management, Conflict Resolution, Strategic Thinking, Customer Service Excellence, Sales and Persuasion Attention to Detail, Collaboration, and Emotional Intelligence