

Lily Scott
lily.scott55@example.com

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