Joan L. Stoddard, CFP®

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FINANCIAL PLANNER

Financial Planning · Strategic Planning · Partnership Development · Interpersonal Communications
Leadership · Relationship Building · Sales Presentations · Vendor Management · Account Management

Accomplished Financial Planner who excels at developing customized personal and business financial plans. Skilled at collecting data for financial planning via client questionnaires, clarifying and verifying client answers to questions, and entering data into the financial planning system. Adept at using financial planning software to generate financial plans for review. Dedicated to enhancing existing software and systems, maximizing opportunities with clients, and deploying new systems into the organization.

Career Progression

Bank of the West · 2019 – Present
Financial Advisor

Deepened new and existing customer relationships through a customized financial planning experience. Promoted growth of the business by easily adapting to and supporting change within the organization. Utilized the financial plan to deliver product recommendations that fulfilled the clients needs. Played an important role in the implementation of the product recommendations by handling all the client''s transaction from account opening, trading and regulatory documentation. Responsible for a book of 800 clients and Financial Advisor for 9 bank branches..

Key Accomplishments:

- Built on existing book of business through referrals of existing customers through continuous engagement and collaboration.
- Helped colleagues build better customer service skills to further deepen customer relationships and retention.

Northwestern Mutual · 2018 – 2019
Senior Financial Planning Consultant

Activated proprietary financial planning software for national advisors. Traveled to other network offices for group presentations and individual training sessions with representatives and in-house plan-building teams. Motivated advisors to implement and use a new holistic financial planning software over a third-party vendor interface. Facilitated engagement and improved product development.

Key Accomplishments:

- Played a key role in the training and development of planning consultants by delivering the training curriculum.
- Developed an expense saving tracking system that allowed the company to better allocate travel and track advisor engagement.

Learnvest / Northwestern Mutual · 2016 – 2018
Financial Planner

Advised on innovative financial planning solutions for individuals in budgeting, risk management, retirement, education, and goal planning. Oversaw a book of business comprised of 400 high net worth and complex clients. Corroborated on in-development beta testing for proprietary financial planning software to enhance overall functionality.

Key Accomplishments:

- Decreased time and improved efficiency by setting up standard emails allowing individuals to respond to clients quicker.
- Increased client satisfaction by working hand in hand with them to devise and implement their personal financial plan.

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Additional Work Experience

Vanguard - 2011-2016

Multichannel Team Email and Correspondent Associate / Client Relationship Associate

Researched and responded to client inquiries to resolve brokerage, and investment matters with 99% quality rating on all emails sent. Handled complex retirement calls and emails..Ensured compliance with FINRA / SEC guidelines. Engaged clients in investment decisions to assess needs and place trades while guiding clients toward achieving applicable solutions. Selected to support the Information Center, an internal helpline using in-depth knowledge of the investment industry.

Avalon Mortgage Corporation - 1999-2010

Owner / Mortgage Broker

Owned and operated a high-volume mortgage brokerage originating FHA, VHA, and conventional mortgages. Processed loans from qualification through to close. Developed a client base comprised of 75% referrals through strategic sales and marketing plans.Handled all personnel, accounting and business issues.

Education and Training

Bachelor's Degree in Accounting | National University

Certified Financial Planner®

Series 7 and 63 License

Arizona and California Life and Health Insurance License

Arizona and California Variable Life and Annuity License

Arizona and California Long Term Care Certified