

Val Hext
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Sales Professional / Finance Professional

Summary

Sales professional with more than 10 years experience in the financial mortgage and education industries. Expertise includes both account management and new business development representing variety of mortgage and educational products and services. Sales background involves consultative selling throughout long sales cycles. Multiple level sales process includes design and development, using knowledge of technology integration and organizational structure, as well as developing quotes, negotiating mortgage discounts, client presentations, and selling value of partnership.

Professional and Military Experience

USAA, Phoenix, AZ

7/2018 to Present

Insurance Professional - Sales and Service I

Results-oriented professional with over ten years of experience in consultative sales. Very detailed oriented as well, with a passion of ensuring members financial security are truly taken care of. Skilled at asking open-ended questions to discover the true financial needs of each member. Dedicated team player who is always open and available to assist others. Strong work ethic, and very proficient at multi-tasking. Excellent problem solving skills, and consistently provides each member with a world class customer service experience.

- Started career with USAA in Insurance Policy Servicing. Transitioned to New Member Acquisitions in April 2020. Received Promotion to Insurance Professional - Sales and Service I in October 2020.
- Have been the Team Adherence POC since being assigned to the team in November 2018. Developed the Police Adherence concept, and the team has consistently exceeded both its Team and Company Adherence Percentage each and every month since being assigned to the role. Began new Team POC role of Labs POC in July 2020.
- Consistently exceeded performance sales matrix in all months since being assigned to my initial team in November 2018.
- Transitioned to the new P&C FLEX Department in February 2021. Achieved the Made For Excellence Award in the FLEX Department in May 2021. Also won the Member Protection Simply Celebrating Contest In the Flex Department October 2021.

Quicken Loans, Phoenix, AZ

6/2015 to Present

Senior Mortgage Banker

A 3-year successful track record in mortgage banking and finance. Licensed by the National Mortgage Licensing System (NMLS) to write mortgages in 26 states. Consistently met and exceeded all performance expectations. Successfully collected and analyzed relevant information from clients concerning their financial status, credit history, financial statements, income, assets, investments, debts, and property. Educated, consulted, and qualified clients on a variety of mortgage products that best fits their financial need. Computed payments, rates, costs, break-even points, pay-back periods, and presented all this information to clients in a manner that is easy for them to understand. Ensured clients fully understand the entire financial mortgage process and commencing the loan origination process by initiating the loan application.

- Obtained the promotion to Senior Mortgage Banker in September 2016.
- NMLS #1375345. Successfully passed the Secure and Fair Enforcement for Mortgage Licensing Act (SAFE Act) Exam in August 2015. Licensed to originate mortgages in 26 states.
- Recognized as Top Sales Banker of the month in November 2016.

Grand Canyon University, Phoenix, AZ

7/2012 to 5/2015

Military University Development Representative

Actively recruit and counsel new military students, and represent the university's online programs to the general public through email, telephone, and recruitment events. Educate potential students on active duty and veteran military tuition funding and application procedures. Provide guidance through the entire registration and admissions process. Cultivated key relationships and partnerships with external constituents at high schools, colleges/universities and military institutions. Worked closely with cross-functional teams and university support departments to promote university offerings. Maintained up-to-date knowledge of all active duty and veteran military tuition funding options.

- Obtained the promotion to University Development Representative in September 2013.
- Achieved perfect 100% compliance analysis score for two consecutive months in October and November 2012.
- Achieved Top Military Enrollment Counselor recognition with a total of 10 new student enrollments in September 2012.

DeVry, Inc. , Phoenix, AZ

6/2007 to 6/2012

Military Online Admissions Advisor

Prospected and advised potential military students, and guided them through the entire admissions process. Represented the university at local events and national conventions, to include the AHIMA Convention in Seattle, WA. Led a **top-calliber** recruitment team as Team Lead, and maintained team enrollment reports in my supervisor's absence.

- Led the entire DeVry Online Phoenix Region and the Phoenix Military Region or new student recruits on consecutive sessions. Consistently exceeding all established quotas.
- Personally selected by the Dean of Enrollment to participate in the launch of a new management focus training session in 2008.
- Performed the position of Mentor to new hire training classes from 2008 - 2009.

Intuit, Inc. , Tucson, AZ

9/2002 to 5/2007

QuickBooks Certified Sales Representative

Maximized sales and new business growth, working closely with potential and existing Intuit business customers. Utilized consultative selling approach. Analyzed customer's existing financial software systems, application and production needs, and matched Intuit products and services to achieve cost-effective, top-performance, custom solutions. Gained and utilized extensive product knowledge to gain the confidence of customers. Worked directly with buyers and key decision makers.

- Repeated recipient of the Quarterly Top Sales Performance Award. Achieved the highest close rate in QuickBooks Sales Department of 24%. Recognized for perfect attendance for the years 2004 and
- Trained new sales representatives at Intuit's new outsourced call center facility in Ste St. Marie,
- Represented Intuit at 3 major retail trade shows, including the Las Vegas Magic and Market Giftsmart in Atlanta, GA.

Arizona Army and Air National Guard, Phoenix, AZ

10/1993 to 12/2015

Personal Systems Administrator

Process and update all personnel matters for the Operations Squadron United States Air Force to include pay grades, awards and decorations, and personnel evaluations. Ensured the accuracy and timeliness of all changes of information regarding personnel matters. Demonstrated the leadership qualities and encouraged team-based trainings. Supervised a team of 6 lower enlisted personnel and oversaw their professional development and training. Counseled and provided guidance to subordinates in military, educational, and day-to-day personal matters.

- Prior Active Duty Army from 1993 - 1997. Obtained the rank of E-6/Staff Sergeant within 3 years of service. Received Honorable Discharge from the Active Army in October 1997.
- Successfully completed Primary Leadership Development and Basic Non-Commissioned Officer Leadership programs.

- Awarded 4 Army Achievement and 1 Army Commendation medals for outstanding performance and duty. Retired from the Arizona Air National Guard in December 2015 after 20 1/2 years of total military service.

Education

Grand Canyon University, Phoenix, AZ	7/2013
Master of Science, Accounting	
GPA: 3.4. Coursework: Accounting Practices, Finance Principles, Internal Auditing, Financial Research & Compliance, Leadership & Organizations, Advanced Managerial & Cost Accounting, Taxation, Business Law & Ethics for Accounting, Advanced Accounting & Mergers & Acquisitions, Forensic Accounting, Accounting & Fraud Examination, Managerial Finance, Tax Planning & Business Strategy	
Keller Graduate School of Management, Phoenix, AZ	12/2009
Graduate Certificate, Accounting	
Completed Becker CPA Review course in 2009	
University of Phoenix, Phoenix, AZ	12/2003
Master of Business Administration, Global Business Management	
GPA: 3.3	
University of Hawaii , Pearl City, HI	12/1992
Bachelor of Arts, Business Administratio	

Skills

- Hard working, outcome-driven professional offering an impressive professional background
- Maintains the highest professional integrity. Very analytical with strong attention to detail
- Strong team player with outstanding written, verbal, and interpersonal skills
- Computer proficient in Windows, Microsoft Office (Word, Excel, PowerPoint)