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| Carlie Smith | |  |  | | --- | --- | | Clarkston, MI |  | | 248-343-9729 |  | | carliesmith011@gmail.com |  | | Carlie Smith |  | |  |  | |

Real Estate Operations and Sales Professional, Adventurer, Collaborator, Team Builder

# Skills

|  |  |
| --- | --- |
| * 25 years in Real Estate * Relationship builder | * Process improvement champion * Title & Mortgage technology liaison |

# Experience

## Senior Account Executive / Amrock, LLC, Detroit

### Sept 2015 - Current

* Acquire and grow enterprise-level lender business
* Manage $1M-$2M in monthly closing revenue across multiple accounts
* Create and drive strategy for fee offering changes to impact company revenue resulting in $10M increase annually
* Mentor teammates in relationship-building, pricing, allocation, negotiation, problem-solving & change
* Drive process improvement initiatives with lenders to shorten loan cycles & improve client experience
* Liaison to title, escrow, lender and technology teams to build and change processes and integrations

## VP, Operations / Title Source, Detroit

### Apr 1999 – Sept 2015

* Initial role of HR/Payroll for company with 3 years of processing and final policy in title insurance
* Developed title operations team, building from coverage in 3 Michigan counties to national, including tax reporting, client relations, abstractor panel and title examination
* 2012: Built the company process improvement team designed to seek out opportunities to streamline processes, measure impact and celebrate change
* 2012: Created the company business continuity program, requested training and became a Continuity Manager, then recruited for team and built processes to incorporate continuity measures
* 2013: Deployed to rebuild title clearance and purchase teams during period of expansion
* 2013: Redeployed to rebuild appraisal teams, accountability and processes as part of merger of title/escrow/appraisal operations
* Architected our appraisal rules engine as part of expansion of our proprietary platform to incorporate all appraisal activity into the platform
* Identified change opportunities via data analytics to quantify change indicators for improvement and correction of performance

# Education

### Nov 2021-May 2022

## Full Stack Web Development, Certification / Michigan State University/Guild Education, Virtual program

### 2010-2012

## Lean Black Belt, Green Belt / Six Sigma, Troy, MI

### May 1999

## BS, Business Administration / Oakland University, Rochester Hills, MI

# Activities & Community Involvement

* Forgotten Harvest: 2010-current
  + volunteering in community gardens, financial donations
* Compassion International: 2019-current
  + Financial donations
* American Red Cross: 2002-current
  + Blood drive coordinator, blood donor, financial donations
* Certified Continuity Manager-2012
  + National Institute for Business Continuity Management
* Title licenses in 22 states, domiciled in Michigan