**Patrick Fleming**

3 Kensington St, Milford, CT 06460

203-981-6954

p.fleming83@yahoo.com

**SALES AND ACCOUNT MANAGEMENT, NATIONAL DIRECTOR,**

**MORTGAGE, RELOCATION**

**Senior level sales professional** with 15 years of progressive experience in all functions of sales and account management including prospecting, contracting and strategic analysis - most notably in the mortgage/relocation industry. Recognized for successfully developing and executing national and local sales strategies that consistently exceed annual goals, and deliver customer value that ensures long-term company success. Strong communication, presentation, negotiation and leadership skills. Analytical thinker and creative problem solver who quickly adapts and “thrives” in new and challenging situations.

**SKILLS/KNOWLEDGE AREAS**

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| --- | --- | --- |
| * Business Development * Relocation Resolution Specialist * New/Major Account Development * Strategic/Territory Analysis/Planning * Strategic & Tactical Planning | * Quota Achievement Strategies * Brand Team Marketing * Profitability Analysis * Contract Negotiations * Full Circle Problem Resolution | * Trade Show Participation * RFP / Project Management * Prospecting * Leadership/Team Development |

**CAREER ACHIEVEMENTS**

* **2011 – Within 6 months negotiated 3 Marketing Services Agreements with large real estate firm representing a potential $130 million in new purchase Mortgage volume.**
* **In 2009 exceeded mortgage origination goals for Coldwell Banker companies by 23% in a highly competitive market:** Grew capture rates inside portfolio for purchase business by 14% year over year.
  + As a National Sales Director, developed and executed national and local sales strategies focusing on strategic sales initiatives, recruiting, client retention and growth.
  + Partnered with multiple departments to integrate strategies.
  + Boosted performance within key accounts, increasing market share and profitability.
* **2009 – Notably increased growth through improved profitability by increasing capture rates by 12% with top accounts.**
* **2009 – Created marketing initiative to support Coldwell Banker Buyer Bonus event increasing visibility and portfolio volume.**
* **2009 - Executed business plan for largest client resulting in a YOY (year over year) increase in capture rate of 22% and an increase in volume of $45 Million, a 28% increase.**
* **2009 - Generated $1,127,131,000 in volume versus a goal of $918,958,000 or a target of 122.65% profitability within portfolio and resigned several key accounts setting a record for performance bonuses and performance versus goal.**
* **Achieved 2008 President’s Club for overall client performance.**
* **Increased volume and performance within brand:** Achieved *‘National Sales Director of the Year’* designation (2008) for the highest volume brand performance.   
  **Generated over $21 million in 2008 and 2009 in new mortgage volume through new client signings**.
  + Lead prospecting initiatives for mid to large sized Coldwell Banker companies, and implemented strategies to enhance brand visibility and lead generation opportunities.
  + Integrating mortgage into an automated customer referral program 'Lead Router' - projected to increase lead volume by as much 30% - 40% within key accounts.
* **Achieved a 46% lead to closing ratio on total portfolio, and reached over $500 million in total closing volume:** Recognized as the *Most Valuable Account Manager* (2004).  
  **Retained 2 highly profitable ‘at-risk’ accounts**: Offered value – added services to better assist client in forecasting relocation related costs and opportunities for potential cost reductions.
* **As a Sales Team Leader, recognized for creating high-performance teams (team members):** Highest team sales performance (2002); Elite “President’s Club” sales ranking for three new hires.
* **As Loan Officer, achieved *‘Team MVP’* for overall sales production (1997).**

**WORK HISTORY**

JP MORGAN CHASE August 2011 - Present

One of the world’s leading financial services firms.

**Division Director, Homeownership Initiatives 2011 - Present**

Responsible for generating purchase volume for Chase Mortgage Banking by creating strategic partnerships with large volume real estate companies.

PARAGON RELOCATION, Danbury, CT May 2010 – August 2011

Nation’s 6th largest relocation service provider.

**Dir., Business Development 2010 – 2011**

Responsible for marketing and business development for Paragon Relocation in the northeast United States through cold calling, networking, and developing strategic relationships. Managed all aspects of the RFP process with ultimate responsibility for the final sales product.

PHH MORTGAGE, Mount Laurel, NJ 1996 – April, 2010

Nation’s 5th largest retail mortgage lender, and industry’s #1 mortgage outsource provider.

**National Sales Director 2005-2010**

Responsible for driving sales and marketing strategies for the Coldwell Banker Mortgage and Coldwell Banker Home Loans brands for over 100 of the largest Coldwell Banker franchises and Realogy owned real estate operating companies in the nation, over 450 loan originators, and 30 regional managers generating over $1.3 billion in total volume in 2007.

**Relocation Account Manager 2003-2005**

Account manager for over 60 Fortune 500 corporate and U.S. Government agencies providing mortgage assistance for relocating employees. Responsible for growing market share within book of business, as well as client retention. Developed in-depth real estate market analysis to assist clients in resolving high cost of living issues, forecast relocation expenses, and makes policy changes. Increased lead volume through product sales such as interest rate buy-downs, enhancing client relocation policy.

**Sales Team Leader 1998 – 2003**

Managed 10 – 15 commissioned loan officers for the company’s Real Estate Division. Provided technical expertise and sales direction to team while consistently achieving monthly sales goals. Monitored lead status and conversion rates of each sales consultant on the team.

**Loan Officer 1996 – 1998**

Responsible for providing consultative advice to customers on loan products and loan processing. Managed a pipeline of current and prospective customers for the purpose of achieving sales forecasts and sales conversion rates.

Charles Hall & Associates, Voorhees, NJ 1995 – 1996

**Sales Representative**

Direct sales of various marketing products such as restaurant promotions and sporting events. Managed sales campaigns for local promotions identifying territories and coaching new and current sales representatives.

COMPUTER BUSINESS ASSOCIATES, Tampa, FL 1995

**Account Manager**

Managed a portfolio of over 30 mid-size and Fortune 500-sized companies. Responsible for prospecting new accounts as well as managing current client needs.

#### **Education**

Bates College (Lewiston, ME) – Bachelor of Arts: History, 1994