

BRIAN SCHMID MBA
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Team Leader • Mentor • Strategic • Innovator • Tailored Solutions

Over 30 years' experience in a world-class, industry leading organization focusing on customer and relationship management, credit risk, pricing, marketing, training, compliance and financial statement analysis. Able to lead a team to provide holistic support for national accounts, including creating individualized business project plans for each customer, leading to performance optimization and to a mutually beneficial experience. Provide timely communications with CEO-level management ensuring customer alignment, allowing for streamlined processes, pilot rollouts, and the identification of untapped opportunities for growth.

PROFESSIONAL EXPERIENCE

Fannie Mae
Chicago, IL
October 1987 – July 2018
Relationship Manager
2016 - 2018

Led a 5-member team across multiple locations, focusing on high-performing national customers. Built trusted relationships through a demonstrated understanding of their business model and executing on agreeable solutions

Built, maintained and continually enhanced a communication strategy by leveraging lean management that allowed both internal and external C level stakeholders to align, as well as provided updates in executing around the strategies. Rolled out a solution in less than 4 weeks

Grew a top 20 customer into a top 5 customer in 2 years through partnering in industry leading rollouts of new processes, initiatives and strategies. Doubled deliveries from the 1stQ 2017 to 1stQ 2018, while total originations decreased by 6%

Leveraging Agile management and a holistic customer management approach allowed for increased focus on the customer and created a working environment that enabled team to drive the solutions. Created a customer centric work environment

Led cross-functional team in implementing Fannie Mae's digital platform by leveraging strong internal and external negotiation and Agile management skills to become the leader in adoption of this solution. My customer was the first in the country to adopt these emerging technologies

Customer Account Manager**2001 – 2016**

Led a team that covered mid-sized customers. I provided holistic end-to-end account coverage focused on the customer's business which allowed me to build valued, trusted relationships. Developed customized solutions while anticipating their needs and helping them grow their business

Employed crisis management when customer failed to report required information and needed to quickly assess and address issue. Developed new process to correct issue within two weeks, which previously took several months of manual data entry

Developed a best in class solution for managing through customer mergers to ensure customers did not have an interruption in service. This solution was adopted company-wide as a standard operating procedure

Increased profitability by optimizing product delivery mix while leveraging benchmarking information and best practices to show customers could maximize their business

Mentored team members on how to engage customers to drive a positive outcome on delicate situations, growing skills and helping them become confident in customer interactions

Account Manager**1997 – 2001**

Supported the Customer Account Manager on several large financial institutions to manage team's overall book of business

Primary Account Manager on the team's smaller accounts and supported the lead on the national accounts

Provided consultative support that allowed customers to streamline their delivery processes and better interact with all their investors

Business Development Account Manager**1995 - 1997**

Worked with potential customers to see if there was a business fit in becoming Fannie Mae approved. Implemented a tracking database that allowed the organization to track how many entities were seeking approval and when they actively started selling. Prior to this database, the organization was not tracking this information

Prospected for new customers and led seminars on what the application process was and the benefits of selling directly into the secondary market. These were with smaller financial institutions that had previously retained their production or sold the loans to larger financial institutions

Responsible for completing an end to end review of the entities policies and procedures including the review of their financial statements and background check of the principles and key employees

Servicing Consultant**1991 - 1995**

Managed the servicing book for several midwestern financial institutions. My responsibilities included loan servicing, default servicing, investor reporting and remitting

Completed compliance reviews on these customers to ensure their policies and procedures were current and they were adhering to them

Presented at company sponsored seminars as the product expert in loan servicing, default servicing, investor accounting and remitting, and Capital Markets.

Senior Accountant**1989 - 1991**

Audited mortgage Insurance claims to ensure the company received the full amount of the claim and if not, researched and resolved the discrepancy

Reviewed annual financial statements to ensure the customers met the financial requirements and had the appropriate level of insurance

Executed and managed standby contracts for the marketing department

Accountant**1987 - 1989**

Processed expense reports to ensure the employees properly documented the report and ensure the expense was reimbursable

Supported Accounting Manager on adhoc reporting requests

School – City, State Graduation year

Northern Illinois University, DeKalb, IL 1999

MBA Business Administration and Management

University of Illinois, Chicago 1987

B.S. Accounting

Mortgage Banking School Graduate 1995