

Ramsey Tisani

National Accounts Associate

CAREER OBJECTIVE

Detail-oriented professional with excellent communication, interpersonal and creative thinking skills. Aiming to leverage my abilities to successfully fill the client-facing role at your company. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals.

EXPERIENCE

ASSOCIATE/LOAN OFFICER ASSISTANT, South Pasadena, CA

Huntington Mortgage, September 2021–Present

- Keep a consistent touch with clients (warm leads) that are in the market of purchasing or refinancing their home,
- Assist in the pre-approval process, prepare the loan for submission, and be the primary contact until closing.
- Simplify the process, mediate conditions between the clients and Underwriting.
- In a market that remains heavily on customer service, the conditions need to be presented to the client in a less intricate, rather uplifting and appealing structure.
- Presented loan and repayment schedules to customers.
- Verified and examined information and accuracy of loan application and closing documents.
- Contacted credit bureaus, employers and additional reporting sources to check applicants' credit and personal references.
- Interviewed loan applicants to obtain personal and financial data and to assist in completing applications.

NATIONAL ACCOUNTS ASSOCIATE, Irvine, CA

Fifth Third Bank, January 2020–August 2021

- Rigorous scouting of businesses with eligible revenue and credit deemed necessary by the bank to classify them as leads.
- Efficiently follow up on CFOs, sometimes on a personal level, in order to transcend into their now or future equipment needs.
- Structure the conversation into allowing for the decision makers to talk about their work, see where Fifth Third Bank can add value.
- After discussion of projects on the horizon, set up formal meetings over the phone where it is appropriate to earn their financial statements, and inform on next steps of the lending process.
- Provided product information to customers and aligned products with customer needs to boost satisfaction.
- Developed strong relationships with clients to grow business networks.

ACCOUNT MANAGER, Newport Beach, CA

Freightwire, February 2019–January 2020

- Generated leads by cold calling business parks or industrial areas.

- Built and maintained relationships with prospects and clients.
- Stored data on companies through ZOHO CRM, where inside calling was key to further gather qualifying information and company's shipping practices from the CFO/financial controller.
- Expedited meetings by collecting invoices in order to verify company spend on freight or parcel shipping.
- Conducted cost analyses to exhibit in proposal meetings to win over customers from UPS/Worldwide Express.
- Addressed customer complaints and provided satisfactory solutions through procedure changes.
- Generated leads and prepared business proposals to promote company growth and industry relevance.
- Tracked and analyzed account metrics and reported findings to supervisors and executives.
- Negotiated contract terms with customers and stakeholders and closed agreements to increase revenue.

EDUCATION

BACHELORS OF ARTS IN POLITICAL SCIENCE, Long Beach, CA

California State University, January 2019

COMPLETED COURSEWORK TOWARDS ASSOCIATE IN POLITICAL SCIENCE, Mission Viejo

Saddleback College, Fall, Spring

SKILLS

Customer Proposals

Customer Communication

Financial Data Collection

Site Visits

Product Knowledge

Accounting Softwares

Financial Arrangement Negotiation

LANGUAGES

- **Arabic**

Intermediate

- **English**

Fluent