

THOMAS L. NEWNUM

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Sales Account Executive

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|---|--|
| <input type="checkbox"/> Maximize Operational Efficiency | <input type="checkbox"/> Analyze Performance Metrics |
| <input type="checkbox"/> Accomplished in Marketing & Sales | <input type="checkbox"/> Excellence in Customer Service |
| <input type="checkbox"/> Develop and Lead Successful Teams | <input type="checkbox"/> Conduct Audits; Solve Problems |
| <input type="checkbox"/> Business Development/Data Management | <input type="checkbox"/> Networking and Public Relations |
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PROFESSIONAL EXPERIENCE

UNITED FEDERAL CREDIT UNION

Mortgage Advisor, Saint Joseph MI 2020 – Present

- Successfully booked 90 mortgage loans totaling over \$14million, in first year of production
- Efficiently transitioned between working both remotely and in office
- Partnered with Branch managers to initiate advanced Mortgage Training in the absence of a training protocol

HONOR CREDIT UNION

Community Assistant Vice President 2019-2020

- Assisted 75 business members in obtaining disaster relief from the Small Business Administration via the Paycheck Protection Program resulting on over \$3million dollars in funding in less than a month
- Used Smart Sheet to track and prioritize data while submitting PPP applications
- Prospect through community; build relationships with businesses, schools and municipalities, increasing branch assets by \$4million

UNITED FEDERAL CREDIT UNION

Branch Manager II, Stevensville MI 2017-19

- Supervise staff, perform quarterly audits, analyze performance & write reports
- Develop Assistant Branch Manager; provide ongoing staff training on operational compliance, security, fraud, customer service and policies & procedures
- Prospect through community; build relationships with businesses, schools and municipalities, increasing branch assets by \$13million
- Grew total branch assets by 14% in 20 months - a branch record

Mortgage Advisor, Benton Harbor MI 2016-17

- Partnered with Corporate Branch to initiate/create advanced Mortgage Advisor Training in the absence of a training protocol
- Spearheaded development of adjacent Holland, MI market
- Promoted to Branch Manager within 4 months

Member Service Advisor, Saint Joseph, MI, 2015-16

- Consulted with clients, determined needs & resources, and recommended appropriate personal, auto, home equity or other loan packages
- Processed applications and closed loans and opened new accounts
- Served as problem-solving and training resource for other Advisors

UNITED STATES ARMY, Ft. Bragg, NC and Germany + Active-Duty Deployments

Air Traffic Control Specialist, Sergeant

- Honorable Discharge
- Completed 3 combat deployments in Iraq and Afghanistan
- Coordinated incoming/outgoing aircraft, often with little to no advance notice
- Managed the logistics of tear-down/transport/set-up of \$35M in equipment & technology
- Trained and supervised team of 12 in effective operations & unit mobilization
- Developed and deployed asset management system to increase equipment accountability; reduced losses by more than \$175K annually

EDUCATION: CORNERSTONE UNIVERSITY, Grand Rapids, MI
Bachelor of Science Degree, Business Management, 2018