

Career change from mortgage sales into account representative for a wine distribution company. Highlighted short-term experience at an established Metropolitan restaurant to interest employers.

Tiffany Thames

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Dynamic, goal-oriented **Sales Professional** with experience working in Baltimore's most "wine-friendly" restaurant. Solid track record of sales performance in a highly competitive industry. Proven account management and communication skills. Well-traveled throughout the U.S., Canada, Australia, Europe, and Southeast Asia; extensive knowledge and appreciation for fine wines.

Sales Accomplishments	Wine Background & Knowledge
Ranked within the top 10% of the company's leading producers	Life-long appreciation for wine – visited numerous Australian and American vineyards.
Grew sales pipeline by 48% and managed \$3.8 million in account revenue.	Active participant in wine tastings and events at the Corner Store Wine Company
Generated 73% of new leads by developing incentive-based customer referral programs.	Avid reader of <i>Wine Enthusiast</i> and <i>Wine Spectator</i> .

Professional Experience

1812 Restaurant • Oct. 2008 to present (full-time)

- ◆ Bartender and server at a well-known dining establishment boasting an award-winning wine list with more than 100 selections. Voted Baltimore's most wine-friendly restaurant by *Style Magazine*.
- ◆ Participate in sales meetings and wine tastings with regional representatives; train under the direction and guidance of a professional Sommelier and Chef Gordan Ramsey.
- ◆ Educate customers on the extensive wine list, assist customers in pairing menu selections with wine.

Highlights of Additional Skills & Experience

SALES & CUSTOMER SERVICE

- ◆ Increased referrals and leads base by 73% while achieving a 28% of business from repeat clients.
- ◆ Negotiated best products, rates, and services saving customers an average of 6% over competitors.
- ◆ Consulted with customers in choosing affordable products and services for home financing needs.
- ◆ Earned 100% client approval ratings on post-transaction surveys.
- ◆ Educated customers on the loan application/processing procedures and required documentation in detail to increase their understanding, cooperation, and comfort level of the lending process.

MANAGEMENT

- ◆ Improved personnel performance ratings by 25%; motivated employees to excel through hands-on support, formal training/guidance, and establishing procedures to facilitate the sales process.
- ◆ Oversaw the staffing, training, and supervision of 15 loan processors and two managers.
- ◆ Reduced loan processing and underwriting time from 72 hours to 24 hours.

EXPERIENCE

Friendly, Reliable Underwriting Services, Inc • President Columbia • 2007 to present

Everyday Mortgage Group • Loan Officer • Columbia • 2005 to 2007

Financial Trust Investment Group, Inc • Director of Operations • Annapolis • 2004 to 2005

Premium Equity Partners • Processing Director • Towson • 2002 to 2004

Care One Financial Group, LLC • Management/ Loan Processing • Baltimore • 1998 to 2002

Education

B.S. Microbiology/Immunology • The University of Melbourne, Melbourne, Australia