

Format used for career transition from mortgage sales to another non-industry specific outside sales position. We made modifications one year later targeting a specific industry. Recent decline in the sub-prime mortgage lending industry prohibited extensive use of recent sales figures.

## **Tiffany Thames**

Baltimore, MD 21202 ▪ C. 443-703-2222 ▪ H. 410-703-1111 ▪ email: tiffanythames@email.com

---

---

Self-motivated **Sales and Customer Service** professional bringing extensive experience from a highly competitive product and services industry. Proven history of going beyond customer service expectations, offering solid financial products, and consistently achieving top level sales and customer service performance recognition.

### **Key Strengths**

- ◆ Proven ability to work under pressure, manage multiple accounts, and meet tight deadlines
  - ◆ Ranked within the top 10% of the company's leading producers
  - ◆ Sales pipeline management and Account Management
  - ◆ Operations management / Process Improvement
  - ◆ Employee development / Training
  - ◆ Excellent communication skills
  - ◆ Global traveler, knowledge and understanding of German and other cultures
- 
- 

### **Highlights of Skills & Performance**

#### **SALES & CUSTOMER SERVICE**

- ◆ Increased referrals and leads base by 40% while achieving a 85% of repeat business from clients.
- ◆ Leveraged lender partnerships to negotiate best products, rates, and services with preferred lenders on behalf of customers.
- ◆ Maintained a significant pipeline (product) base, averaging 60 accounts per month.
- ◆ Maintained sense of integrity and honesty when working with customers in selecting financial products and services.
- ◆ Received numerous letters of thanks and commendation directly from clients.
- ◆ Communicated loan application/processing procedures and required documentation in detail with customers to increase their understanding, cooperation, and comfort level of the lending process.

#### **MANAGEMENT**

- ◆ Motivated employees to excel through hands-on support, formal training/guidance, and establishing procedures to facilitate loan processing and closings.
- ◆ Oversaw the staffing, training, and supervision of 15 loan processors and two managers.
- ◆ Improved underwriting turnaround time by 24 hours by developing and implementing a new in-house streamlined processing system.

#### **HIGHLIGHTS OF EXPERIENCE**

Everyday Mortgage Group ◇ Loan Officer ◇ Columbia ◇ Aug. 2005 to present

Financial Trust Investment Group, Inc ◇ Director of Operations ◇ Annapolis ◇ Nov. 2004 to July 2005

Unifirst Mortgage Group ◇ Underwriter III ◇ Columbia ◇ July 2004 to Sept. 2004

Premium Equity Partners ◇ Processing Director ◇ Towson ◇ Oct. 2002 to June 2004

Care One Financial Group, LLC ◇ Management/ Loan Processing ◇ Baltimore ◇ Nov. 1998 to Sept. 2002

#### **Education**

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