

## BUSINESS DEVELOPMENT MANAGER, VP

### Executive Profile

Ambitious leader who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing and motivating skilled professionals.

### Skill Highlights

- Multi-unit operations management
- Change implementation/project management
- Relationship and vendor management
- Call center/dialer operations
- Underwriting
- Strategic planning
- Operational Risk

### Core Accomplishments

- Operations Management: Managed multi-sites and units (150 FTE) Handled multiple functions related to customer care, collections, loss mitigation, risk, foreclosure, and underwriting
- Staff Development: Launched well-received program of professional development courses for all staff.
- Mentored and coached employees resulting in a 12% increase in productivity.
- Project Management: Created policies and procedures for external vendors.
- Initiated audit checklist for vendors resulting in 80% decrease in their average turn times and increasing overall quality by 40% in one year.
- Partnered with law firms, judges, NY City Mayors office, NY City Bar, GSE and housing counseling attorney to institute Continued Learning Education seminar for all court systems in NYC area.

### Professional Experience

Company Name City , State Business Development Manager, VP 12/2014 to Current

- Spearheaded sales of managemytests.com platform, resulting in a 1.2 million dollar increase in revenue over first six months.
- Accountable for sales and overall customer satisfaction.
- Spearheaded cross-functional initiative to achieve new business. Increased profits by 60% in one year through restructure of business line.
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.

Company Name City , State Lending Manager, VP 09/2009 to 10/2014

- Led a department consisting of two AVP's, ten managers, one business training consultant and 120 FTE that consisted of single points of contact and underwriters.
- Managed all facets of loss mitigation for private investors within Wells Fargo.
- Accountable for ensuring compliance with pooling and servicing agreements and mortgage backed securities.
- Created two specialized teams within unit: High Impact Resolution Unit responsible for reviewing and creating solutions for the Office of the President Foreclosure mediation unit handling all mediations across all investor lines within WFHM.
- This includes private, owned, FHA, VA, FNMA, and FHLMC.
- Ensured compliance with all internal and external audits including OCC, GCOR, and investor audits.
- Motivated unit to high levels of quality and production. Managed mediation and vendor/relationship management teams.
- Accountable for managing quality and effectiveness of all 3rd party law firms including training and audits.
- Reviewed underwriting decisions for all complex loans made within the unit requiring the highest level of authority within Wells Fargo.
- Successfully earned and held E Level authority for Bank and Private, Wells Owned, Wells Fargo Financial, Wells Fargo Home Equity, Wells Fargo Pick a Pay, FNMA, FHLMC, USDA, VA, FHA, and FHLB.
- Created state specific policies and procedures in collaboration with project and implementation teams.
- Trained mediation program administrators, judges, and magistrates on mortgage servicing basics to build foundations for new mediation programs across the country.
- Represented Wells Fargo in key legislative meetings in partnership with Government Relations and Legal.
- Also appeared in litigated and mediated court cases nationally.

Company Name City , State Collections Supervisor II 03/2007 to 09/2009

- Responsible for coaching, influencing, developing and managing team members including decisions relative to performance reviews, terminations, hires, discipline, salary actions, etc.
- Provides quality customer service to internal and external customers.
- Ensures compliance and quality standards are met in accordance with internal key indicators and investor requirements.
- Liaison between quality control/analytics department and business unit relating to all key indicator reviews and responses.
- Influences performance of the business unit by working as a key member of the decision making management team on strategy and building departmental effectiveness and performance.
- Aligns business unit activities to business priorities.
- Participates in strategic dialer planning discussions and provides input regarding future direction.
- Created global scripting for outbound Loss Mitigation campaigns.
- Participates in HOPE NOW initiatives and foreclosure prevention events.

Company Name City , State Customer Service and Collections Supervisor II 01/2001 to 03/2007

- Supervised the inbound and outbound Customer Service and Collections call teams.
- Initiated monthly employee incentive programs for quality and quantity while managing to a budget.
- Monitored phone calls for compliance and possible training opportunities.
- Handled escalation calls; manage incoming and outgoing calls to customers.
- Prepared monthly statistical reports for senior management.
- Monitored phone calls for compliance and possible training opportunities.
- Reviewed employee productivity on daily basis and motivated staff to optimum performance.
- Responsible for all human resource functions such as: monthly and annual evaluations, salary reviews, hiring and terminations.
- Played major role in opening two Call Centers located in Rancho Cucamonga, California and Schaumburg, Illinois.
- Managed multiple projects such as updating company policies and procedures, developing and testing the website, and business continuity plans.

Company Name City , State Loan Processing Supervisor 01/2000 to 01/2001

- Analyzed loan application, preliminary title report, and credit report to determine which supporting documents to order (e.g., VOE, VOM, payoff demands, subordinations, etc).
- Analyzed all loan documents for completeness and sufficiency to make a loan decision.
- Collaborated with loan officers to clear loan conditions, communicating with external parties as necessary.
- At the conclusion of the rescission period, deliver file to funding and give approval to fund.
- Set up recording with the title company and confirm the recording.
- Authorize title to disburse funds and coordinate any check exchanges.
- Pull reports to ensure loans are submitted in accordance with state and federal regulations.

Company Name City , State Loan Officer 01/1998 to 01/2000

- Responsible for generating leads via inbound and outbound solicitations.
- Assessed prospective customers' needs to determine their interest in obtaining a loan and complete loan application.
- Developed and maintain business referral sources.
- Ordered comparables from appraisers.
- Gathered customer's documentation for loan approval.
- Maintained consistent productivity to ensure the fulfillment of performance standards and goals.
- Prepared and provided accurate reports of business development activities.

#### Education

BACHELOR OF ARTS : BUSINESS ADMINISTRATION University of Pheonix , State

#### Skills

budget, business development, Call Center, coaching, communication skills, consultant, credit, Customer Service, decision making, direction, documentation, Equity, senior management, external audits, Financial, funds, Government, hiring, human resource, Leadership, law, Legal, managing, mediation, meetings, Office, operations management, performance reviews, Pick, policies, Project management, quality, quality control, recording, Relationship management, securities, scripting, strategy, strategic, phone, Underwriting, Vendor management, website