

JOHN H. SMITH

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SENIOR LEAD OPERATIONS MANAGER – FORECLOSURE

Leveraging natural leadership and uncompromising commitment to top-quality performance in project completion and customer service delivery to maximize resources, streamline productivity, and increase revenue.

Relationship Management — Establishing personal and professional rapport and credibility through prompt follow-up and detailed delivery of information, services, or solutions as required. Solidifying staff, client, and third-party relationships through genuine commitment and ability to deliver on promises.

Team Leadership — Repeatedly rising to leadership positions over teams of up to 50 professionals, based upon proven mastery of industry market, product knowledge, and delivery of measurable improvements in efficiency, service, and revenue. Managing multiple priorities through effective collaboration with all levels of professionals to ensure clear understanding of project objectives, drive team progress, and provide products and services within specified deadlines.

Strategic Business Development — Identifying practical opportunities and implementing strategic plans to secure strong and sustainable streams of revenue. Inspiring team commitment to development goals through assigning tasks that maximize individual and team strengths and capture immediate results.

Core Skills and Knowledge:

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| ✓ Default Mortgage Servicing | ✓ Regional Management | ✓ Foreclosure Process Management |
| ✓ Business Development | ✓ Operations Management | ✓ Team Building & Leadership |
| ✓ Turnaround Management | ✓ Target Marketing | ✓ Sales & Service Management |
| ✓ Staff Training & Motivation | ✓ Comprehensive Needs Analysis | ✓ Guarantor/Insurer/Investor Identification |

Proficient in MS Office, MSP/LSP Desktop system, Process Management

PROFESSIONAL EXPERIENCE

REAL ESTATE PROCESSING SERVICES, DALLAS, TX

2009-Present

Manager, Milestone Monitoring (2012-present)

Manages a team of 40-50 remote and on-site associates, team leads, and supervisors in the monitoring, maintenance, and completion of third-party foreclosure file processing. Hires, trains, and develops a high-performing team to provide detailed research, production, and communication with 250-300 legal vendor organizations to drive completion of more than 200k files throughout all 50 U.S. states, Guam, and the Virgin Islands. Builds strong business relationships, and serves as a liaison between financial clientele and legal vendors. Delivers client presentations on the LSP Milestone monitoring system to support sales initiatives, and represents the organization at all client events.

- **Reduced the volume of severely aged files 65%** through the development and implementation of the LinkSys II Program, providing increased focus and communication with vendors and clients to identify and close files.
- **Introduced new revenue opportunities through the launch of the LinkSys II pilot program** as the manager for the company's largest key client. Created policies, procedures, and presentation documents to market, monitor, and manage the new product.

Team Leader (2009-2012)

Leveraged extensive knowledge of state foreclosure guidelines, federal and state requirements, HAMP & HAFA to manage a team of six foreclosure specialists and ensure completion of attorney processing procedures. Delegated workload and tracked progress to advance projects and satisfy deadlines. Solidified staff and attorney relations through providing accurate documentation and concise communication, responding to all requests for information within 24 hours. Conducted extensive research to fully understand Fanny Mae, Freddie Mac, VA and FHA loans, the challenges facing banks, investors, servicers, and foreclosure attorneys in order to analyze files and provide effective recommendations to satisfy needs and increase production.

- **Demonstrated clear understanding and decisive leadership in loan servicing and foreclosure review and referral processes** and was rapidly advanced to management position within one year.
- **Increased annual regional performance scores by 30%**, delivering month-by-month improvements in efficiency and productivity through sustaining top-tier processing times and solid attorney relationships.
- **Directed multiple workload assignments and diligent follow-up**, driving efforts to maximize law firm foreclosure processing in 15 states while overcoming the challenges of leading a workforce in which 65% of the team telecommutes.

GENNEX GLOBAL, DALLAS, TX**2008-2009****Sales Manager**

Hired, trained, and managed a team of 20 sales representatives to drive B2B and consumer sales. Strategically leveraged loyal client relationships to create exclusive provider agreements, ensuring first-choice positioning among high-volume accounts and boosting market share. Assessed customer needs and provided customized solutions to ensure repeat and referral business, expand new client base, and increase existing revenue.

- **Exceeded all quarterly and annual sales goals by more than 30%** by defining and driving team goals, providing one-on-one coaching and motivation to ensure comprehensive results in sales and service requirements.

MAIN TECH EDITION, DALLAS, TX**2004-2008****Branch Manager**

Directed sales, service, and inventory management for nine management trainees, 25 drivers and six branches in the Dallas Region. Led strategic business development initiatives, growing branch revenue to record highs through focused manager training to identify and secure sustainable revenue opportunities. Delivered compelling presentations to executive teams, assessing priorities and negotiating price and service details to obtain multiple “preferred rental provider status” contracts. Rebuilt the reputation and revenue of the branch through inspiring team commitment to satisfying customers and demonstrating dependable delivery of top-quality products and service.

- **Generated \$115k in sustained monthly revenue, achieving #1 status** in sales, and maintained the largest fleet in the region through developing and implementing tactical marketing programs and delivering 100% customer satisfaction.
- **Increased regional profits by \$125k** over the previous manager’s tenure through optimizing staff and inventory resources, delivering ongoing leadership and consummate business management.

MOBILE WIRELESS, DALLAS, TX**2000-2003****Team Lead/Information Support Line Representative/Customer Care Associate**

Managed a team of 15 inside sales representatives, directing individual and team performance to satisfy corporate objectives in quality service and increased account revenue. Identified the strengths and weaknesses of each employee and mentored them according to their needs, maximizing individual competencies and strengths to boost team productivity. Served as the go-to person for escalated customer service issues, resolving conflicts and concerns through attentive situation analysis and delivering relevant solutions.

- **Increased service quality scores and sustained above-average ratings**, taking one of the lowest-performing branches to rank in the top 7 among 30 cost centers.
- **Assumed full responsibility and exceeded all goals** for the overall performance of the branch while serving as the acting supervisor for seven consecutive months.
- **Consistently delivered top-tier performance and demonstrated natural leadership abilities**, and was rapidly promoted through increasingly responsible positions to achieve Team Lead position within one year.

PROFESSIONAL DEVELOPMENT

STATE UNIVERSITY, TAMPA, FL
Bachelor of Arts, Business Management, 2003