

Leader - Revenue – Service - Operations

A Highly results-driven professional with extensive experience in achieving results, developing, and implementing sales and operations strategies, increasing efficiency and augmenting revenue streams.

Demonstrated success in fostering collaborative partnerships with key clients to identify needs and deliver mutually beneficial solutions, while boosting sales of organizational products and services. Remarkable efficiency in recognizing, developing, and implementing process improvements within the sales organization. Instrumental in developing and maintaining daily, weekly, monthly, and quarterly reports and KPI. Adept at crafting and conducting specially designed training programs for team members to improve knowledge of offered products/services. Articulate communicator possessing excellent problem-solving, analytical, and decision-making abilities with keen attention to detail.

Areas of Expertise

- Strategic Planning & Execution
- Risk Assessment & Mitigation
- Sales Strategies Development
- Relationship Management
- Google Suite
- Operations Management
- Team Building & Leadership
- Complex Problem Resolution
- Cross-functional Collaboration
- Business Development
- Revenue Growth & Optimization
- Customer Service & Relationships
- Continuous Processes Improvement
- Quality Assurance & Control
- QuickBooks

Career Experience

Mortgage Loan Originator

JW Capco

2022-present

Assist clients seeking residential mortgages for purchasing, refinancing or investment properties. Help clients choose the correct loan products to meet their financial needs. Self-generated leads. Consistently closed loans.

Operations Office Manager

Florida Hot Tub & Sauna Center, Inc

2018 – 2022

Plan, establish, and steer execution of day-to-day operational processes aimed at eliminating hurdles and increasing productivity. Lead Sales, Service, Project Management, and Installation teams to achieve desired results. Recruit, train, and mentor talented staff to meet organizational requirement. Coordinate and monitor the work of various departments involved in service and production. Perform various tasks comprising operational budgets development, AR management / maintenance, policies and procedures creation, work schedules development, and operational plans development / execution.

- Improved overall profitability by reviewing financial statements and data.
- Optimized overall performance by leading, training, and mentoring cross-functional teams.
- Maximized FLHTS results by formulating / implementing organizational policies and procedures.
- Ensured zero OSHA incidents were recorded by leading operations team.
- Enhanced the efficiency of service and production through strategic analysis, planning, and execution.

Business Development/ Small Business

Harris Commercial Capital

2010 – Present

Delivered exceptional performance in facilitating business owners to secure commercial and business financing. Conducted commercial loan processing, underwriting, and commercial loan placement, while working with over 100 lending sources from banks. Offered exceptional consultancy services for a variety of potential clients aimed at meeting and exceeding clients' requirement. Participated in the community and became the (UN) official "Mayor" of community to share the Commerce Story. Fostered and nurtured business relationships with key clients. Created and delivered training session for staff to augment overall productivity and efficacy.

- Secured Commercial loans, lines of credit, commercial mortgages-short-term capital, closed \$100 Million to-date.
- Re-launched business ideas and locations to spur new sales opportunities.

...Continued...

- Achieved maximum customer satisfaction by researching customer order issues / problems and delivering effective solutions.
- Derived sales operations process improvements, while ensuring compliance standards.
- Achieved results in commercial, small business lending, and cash management services by cooperating with business partners. Met compliance regulations, commercial and Small Business Loan growth and closing ratios.

Business Development / Branch Manager

Commerce / TD Bank

2006 – 2010

Provided proactive support, leadership, and guidance to cross-functional teams for the management of overall sales and operations aimed at ensuring business and sales growth. Offered pre-sales and post sales operational support for overall staff. Cooperate with energetic teams to evaluate and implement improvements for sales programs and processes, including anticipating demands, account management, lead generation, planning and prioritization, closing strategies, pricing and margin strategies, sales automation, tools, and reporting programs. Planned and prepared corporate meetings, events, programs for senior management.

- Increased 15% production revenue and achieved \$100M deposit growth annually through bank staff management.
- Generated revenue for organization by selling financial products, deposit, and commercial loan growth.
- Ensured compliance with standard policies and procedures.
- Enhanced customer satisfaction and retention rate by detecting / resolving complex queries and ensuring delivery of excellent customer service.
- Achieved desired results in commercial, small business lending, and cash management services through business partners collaboration.
- Met and exceeded Commercial and Small Business Loan growth and closing ratios.

Additional Experience

Business Development - Market Area Manager at Sovereign Bank
 Business Development – Dual Branch Manager at Webster Bank
 Recruiting Sales Manager at Wilsons Leathers
 District Sales Manager at J. Silver Clothing Corp
 Regional Merchandising Manager at One Price Shops

Credentials

Business Administration courses at Post University
 Business Management courses at Bunker Hill Community College
 Accounting Certification – Westover Job Corp
 Somerville High School – Diploma

Professional Certifications

Certified Sales Coach; Certified Retail Banker-position of Area Sales Manager; Certified, Public Speaking; Lender and Lending Training Certified; Operations Training Certified; Compliance & BSA Certified

Volunteer Experience

Vice Chair, Lauderhill Chamber of Commerce, Executive Board Member
 Broward Meals on Wheels Board of Directors Member Events Co-Chair
 Fort Lauderdale Chamber of Commerce / New membership committee member
 Executive Board Member, YMCA, Lauderhill
 City of Waterbury, Board of Assessment Appeals, Commissioner
 City of Waterbury, Retirement Board, Commissioner
 Boys and Girls Club, Fund Development Committee Member