

# FUTURE CEO

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## SENIOR DEFAULT SERVICING EXECUTIVE ENTREPRENEUR ~ BUSINESS LEADER ~ BUILDER/DEVELOPER

Entrepreneurial, strategic executive and manager with new venture start up acumen and 23 years of progressive B2B development, consumer product sales, and default servicing industry experience leading multi-million dollar projects. Develop long-term relationships that generate extraordinary Fortune 500 C-level sales while supporting sales teams and brokers. Build new business units and profit centers through Outstanding P&L and forecasting, distribution and operations management, strategic planning, and marketing & promotions development.

### CAREER PROGRESSION

#### ASSET MANAGEMENT COMPANY (AMC)

*[Start-up Company established to manage the national asset marketing, disposition, and risk management services for parent company, Loan Servicing Company LLC.]*

#### **VICE PRESIDENT – Denver, Colorado (11/08 to Present)**

Built three new business units and profit centers: REO Management, Valuations, and Title Services. Grew company to where it now delivers full range of asset management services nationally, including REO property marketing, evictions, preservation, BPO valuations, title curative, REO closing, and asset risk management.

#### **Key Achievements**

- Closed 1,798 REO properties and completed 43,000+ BPOs in year ending 2009 for gross revenue of \$3,708,000+ and net profit of \$2,074,000+, exceeding forecast by 14%.
- Closed 424 REO properties and completed 16,175 BPOs year to date April 2010 for gross revenue of \$2,123,000+ (exceeding forecast by 15%) and net profit of \$1,267,000+ (exceeding forecast by 52%).
- Manage one Vice President, 5 Department Managers, 8 Asset Managers, 8 BPO Analysts, and 11 Coordinators (33 total staff). Developed all departmental role descriptions, policies, and procedures.
- Created desktop training manual used for processing REO assets step-by-step from referral to asset liquidation. Developed Broker's training manual and created a national REO Broker network.
- Trained and implemented Asset Management organization responsible for REO from cradle to grave.
- Create all REO department documentation, forms, and legal agreements (listing agreements, referral forms, CFK agreements, etc.) required to manage REO assets and vendors.
- Created AMC Evictions department to manage all evictions, cash for keys, code violations, vacant property registrations, manage tenants, and REO high-risk issues for AMC.
- Developed accounting systems to manage all REO and Valuations payment processing.
- Created reporting tools and business analysis processes including: End-of-Month Performance Reporting, HR Staffing Plans, Investor Reporting, REO Forecasting, Exception Reporting, Inventory Management, etc.

#### REALTY GROUP, INC.

*[Real Estate brokerage start-up specializing in residential real estate sales of bank-owned properties, focused exclusively on the management, marketing, and disposition of REO assets.]*

#### **PRESIDENT / MANAGING BROKER – Denver, Colorado (05/02 to 11/08)**

Established and grew an organization of 14 Real Estate associates. Managed all aspects of REO, including vacancy checks, re-keys, trash-outs, evictions, BPO valuations, REO preservation, repair & remodeling, marketing, monthly status reports, contract negotiation, title management and closing.

#### **Key Achievements**

- Led company to gross annual sales of \$15MM to \$20MM, each year 2004-2007.
- Developed 15 plus institutional clients including: PAS (Wells Fargo), Precision Asset Management (Chase Bank, US Bank), Coldwell Banker, Ocwen, and American Home Mortgage.

**QUALITY TECHNOLOGY, INC.**

*[Privately funded technology company that combined web-based interface with physical retail environment located at the employees' workplace. Brought national retailers, shipping services, and local service providers directly to the workplace, enhancing productivity and improving quality of life for employees.*

*Clients included Fortune 500 corporations, universities, and health care institutions, such as Intel, Bristol-Myers Squibb, Veritas, ADP, Lockheed Martin, National Geographic, Pfizer, State Farm, and BP.]*

**SR. VICE PRESIDENT OF SALES – Denver, Colorado (12/01 to 5/02)**

Built C-level partnerships with HR & Benefits functions to introduce the Quality concept. Directed Regional Vice President of Sales, Director of Operations, Director of Partner Sales, and Customer Service Manager.

- Created all business development collateral and communication pieces.
- Called on senior level Facilities, Human Resource, and Benefit managers to sell the Quality concept.
- Managed site development including architectural design, site construction, opening, ongoing Operations.

**VICE PRESIDENT OF BUSINESS DEVELOPMENT (4/01 to 12/01)**

Created strategic direction for building a national retail and local service provider network. Sold the Quality concept, built relationships, and executed vendor contracts and vendor marketing program development.

**COLOR SOLUTIONS, INC.**

*[Marketing services company that offered sampling solutions and delivery options to assist clients such as Revlon, Procter & Gamble, Mary Kay and Estee Lauder in reaching target consumers via single-use samples.]*

**VICE PRESIDENT OF SALES & MARKETING – Baltimore, Maryland (1/00 to 4/01)**

Delivered annual sales forecast and P&L goals. Developed and implemented the organization's sales, marketing, and product development strategies. Managed Sales, Marketing, Customer Service, and Product Development Departments. Held personnel management responsibilities for 11 directors and managers, as well as for sales agents in London, Paris, and Tokyo.

- Served as interim President during recruitment search for new President (11/00 to 4/01).
- Delivered \$13.5 MM in sales for '00 versus \$9.1MM in '99. Additionally, negotiated new business with Mary Kay senior account management in Q1 of 2001 valued at \$10MM.
- Developed new magazine insert packaging technology which was awarded a U.S. Patent.

**MAJOR COSMETICS COMPANY****NATIONAL SALES MANAGER - Denver, Colorado (8/97 to 1/00)**

Developed annual sales forecasts; prepared office budgets, sales presentations, merchandising programs, competitive market analysis and account business reviews. Managed nine personnel and various national and regional accounts, including Wal-Mart, Kmart, Target, CVS, and Shopko. Annual sales volume \$30.4 million.

- Increased Wal-Mart's 1999 P.O.S. sales by 37% over fiscal year 1998.

**SELECTED OTHER EXPERIENCE****GLOBAL CONSUMER PRODUCTS COMPANY**

**REGIONAL OPERATIONS MANAGER - Denver, Colorado (12/93 to 5/96)**

**UNIT SALES MANAGER ON ASSIGNMENT - Hunt Valley, Maryland (3/92 to 12/93)**

**UNIT SALES MANAGER - San Antonio, Texas (3/91 to 3/92)**

**KEY ACCOUNT MANAGER - Detroit, Michigan (1/89 to 3/91)**

**SALES REPRESENTATIVE - Kansas City, Kansas (6/87 to 1/89)**

**EDUCATION**

**COLORADO STATE UNIVERSITY – Fort Collins, CO**

B.S., Business Administration (Major: Finance / Minor: Economics), May 1987