



Tim Connolly

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SENIOR BUSINESS DEVELOPMENT & MANAGEMENT LEADER

Internal Sales Manager / Vice President / Senior Mortgage Banker

Highly successful, dynamic corporate business development leader with extensive financial, operations, sales/marketing and customer service expertise providing a broad base of management expertise within the mortgage lending space in both rapid-growth and turnaround environments. Extensive relations and communications expertise coupled with experience in repositioning business with ability to quickly adapt in changing markets. Resourceful problem solver with forward-thinking abilities and decision-making dexterity to effectively conceptualize and implement solutions to challenging issues and objectives by developing innovative and profitable business initiatives with various internal departments and external business partners. Trusted adviser and team builder with strong track record creating a culture of growth and partnerships through empowering individuals and teams to succeed while seizing business opportunities.

Core Leadership Competencies

- Project / Process Management
- Analytical Problem Solving
- Call Center Operations
- Team Leadership & Development
- Performance Improvement & Metrics
- Turnaround & Change Management
- Operational Objectives & Business Initiatives
- Developing & Executing Strategic Policies
- Executive Level Interaction on Budgets, Schedules & Directives
- Cross-Functional Collaboration & Communication

PROFESSIONAL EXPERIENCE

New Penn Financial 2014 –Present
A Subsidiary of Shellpoint Partners
Mortgage Banking Officer
 Currently engaged in supporting the expansion of NewPenn Financial's Metro Washington DC market presence and to further increase mortgage origination production volume. This long-term goal encompasses a continued high-touch, unmatched client experience from first contact through closing along with offering business partners joint marketing support opportunities to help exponentially grow their business as well.

Carrington Mortgage Services 2011 – 2014
A Subsidiary of Carrington Capital Management, LLC
BRANCH MANAGER
 Established Carrington's first Metro Washington, DC retail mortgage originations branch in support of CMS' extensive nation-wide expansion plans. Executed branch selection, regulatory licensing & compliance, recruiting, initial staffing, loan production, and daily management oversight. Co-partnering with Carrington's sister company Carrington Real Estate Services CRES. Initiated and maintained relationships to capitalize on our corporate joint-venture mandate of supporting CMS/CRES REO property disposition, sales and end financing for purchasers.

TBI Mortgage 2007 – 2009
The Mortgage Subsidiary of the Toll Brothers Company America's Premier Luxury Home Builder
INTERNAL SALES MANAGER
 Managed and developed a 14-member Mortgage Loan Specialist sales team and external team support members originating and closing mortgages for America's luxury homebuilder, Toll Brothers. Reestablished a new mortgage and sales support team; significantly improved score metrics on market share growth, internal / external business partner's customer service satisfaction, and mortgage capture rates increasing profitability. Solidified a strong network of external partnerships producing solid, profitable business relationships.

Selected Accomplishments

- Regional team grew market share 9% exceeding production goals by delivering 1,700 mortgages in 20 months valued in excess of \$730MM during a volatile, contracting marketplace.

TBI Mortgage- Selected Accomplishments. Continued

- Increased referrals while improving customer service satisfaction scores from 3.27 to 4.44 (out of 5). This resulted from implementing new, customer retention policy and procedures along with developing specialized curriculum educating the mortgage group and key team personnel. TBI's brand recognition and exposure grew participating in all Toll's marketing venues.
- Strategically increased mortgage capture rates from 47% to 56% in 9 months by optimizing Toll's home sales associates awareness of TBI's value and benefits, through providing exemplary service in timely communication, meeting target deadlines and face-to-face relationship management.
- Improved communications protocol raising Toll home sales associates customer referrals and support by 25% in targeted states. Successfully achieved through weekly communication meetings with customers, mortgage sales team leads, back-operation support staff, and business development managers delivering critical progress reports to Toll's sales and project managers.
- Advised senior management of a profitable opportunity in pending legislative changes to FHA identified within the "Economic Stimulus Act of 2008" recommending TBI Mortgage earn HUD's approval as a FHA Direct Endorsement Lender. As the subject matter expert and project management lead, developed the curriculum and facilitated educating four diverse groups within TBI and Toll's building division. This complex business initiative produced substantial revenue and market share enhancements.
- Executed an operational objective improving customer contact and loan retention by 30%. Played significant cross-functional consultative role between TBI's Training Director and Toll's IT department integrating real-time customer interaction records in TBI's proprietary origination software with Toll Brothers sales reporting platform.
- Optimized business efficiency by relocating TBI's South East Operation Center to Toll's corporate offices. This initiative saved \$250K in annual operating expenses requiring expedited replacement of all mortgage and key back-office support personnel.

SouthBanc Mortgage

2002 – 2007

The Mortgage Division of SouthBank a South East Regional Federal Savings Bank

VICE PRESIDENT, FIRST TRUST GROUP

Managed 15-member 1st Trust Mortgage call center group and co-managed 20-member 2nd Trust Group call center loan origination team and support personnel. Directed both team divisions producing investment quality, high margin first and second trust prime, non-prime, agency and government insured mortgages. Investor product concessions combined with marketing strategies enhancements expanded exclusive product segment growth nationally. Projected revenue in both business channels exceeded profit objectives.

Selected Accomplishments

- Managed sales and production of 7,912 mortgages in 30 months for direct, bulk sale to secondary and capital markets investors.
- 1st Trust Group team attained a significant goal- 2 year average production volume exceeded \$240MM per year.
- Launched new e-commerce team; originated 943 mortgages in 16 month's with volume exceeding \$54MM.
- Raised existing benchmark lead-to-close ratios from 4.25% to 6.00% in 12 months.
- Identified and resolved issues with unacceptable personnel training leading to inefficiencies. Conceived and implemented SouthBanc's core training curriculum and customer feedback response increasing staff retention from 50% to 75%.
- Increased average fee income over a 7-month time period from 5.75% to over 7.00% in specialized product lines.
- Improved profitability 10% through workflow best practice enhancements, internal cost controls and with service providers.
- Reduced retail production costs 15% within 12 months through prospect follow-up systems and utilizing advanced property appraisal technologies.

Community Bank of Northern Virginia

1996 – 2002

Highly Rated Metro Washington DC Area Community Bank

SENIOR MORTGAGE BANKER

Directly responsible for self-generated profitable, closed mortgage production utilizing the bank's diverse product portfolio. Created successful strategies resulting in closing CBNV's largest volume of minority applicants for both purchase and refinance transactions. Spearheaded with branch managers prospect marketing campaigns aimed at high net worth clients that provided exclusive, portfolio based mortgage finance solutions to meet their objectives.

Selected Accomplishments

- Improved CBNV's Northern Virginia market presence and referrals by increasing goodwill exposure with realty agents and middle tier builders.
- Received Best Customer Service Award three times through applying knowledgeable expertise, value and trusted insight.
- Led strategic minority loan diversification and CRA program initiative resulting in over \$7MM annual loan closings in the Northern Virginia market.
- Averaged 225 basis points on originated mortgage loans and top revenue producer status while simultaneously maintaining exceptional customer service and expanding referral networks.
- \$16MM in referral based, independently self-generated closed loan production annually.

Consumer First Mortgage / First Fidelity Mortgage

1992 – 1996

Independent Mortgage Banks having Regional and National Footprints

MORTGAGE LOAN OFFICER

Initiated and succeeded in sourcing consistent, long-term business referrals in a highly competitive new market area for Consumer First and First Fidelity. Surpassed first year "Rookie" origination goals for closed loan production; volume exceeded \$9MM. Developed increasingly profitable referral relationships yearly through extensive territory management, direct marketing campaigns, ongoing existing customer contact, superior face-to-face service and attention with clients, and business referral networks.

Selected Accomplishments

- Independently sourced, and closed over \$12MM in loan volume per year.
- Top self-producer closed loan volume, Manassas Branch.
- Initiated client diversity outreach programs with realty offices producing in excess of \$5MM per year in closed volume.
- Developed and presented First Time Home Buyer mortgage education seminars to prospects improving community outreach.
- Three-time winner of the Highest Jumbo Loan Contest.

PROFESSIONAL DEVELOPMENT

Certifications & Licenses

- SAFE Act Certified (*Secure and Fair Enforcement for Mortgage Licensing Act of 2008*).
- Nationwide Mortgage Licensing System (*NMLS*) completion of MLO National Licensing and annual education requirements.
- Licensed MLO mortgage loan originator in the following states: Virginia, Maryland, District of Columbia and Delaware.
- USA PATRIOT Act & CIP Customer Identification Program certification.
- Bankers Training Certification Studies and Testing: Compliance, Fair Lending, Regulation E & Z, RESPA, Bank Secrecy Act.
- Training Pro Act Certified: Fair Credit Reporting, Home Mortgage Disclosure, and Home Ownership/Equity Protection Act.
- Office of Foreign Assets Control: OFAC, GLB Act, Gramm-Leach-Bliley privacy regulations, SAR Suspicious Activity Reporting.

Training & Seminars

- Business management courses through Fannie Mae, Freddie Mac, HUD/FHA and the Veterans Administration.
- Mortgage Fraud Detection, PMI Insurance Company advanced studies.
- Underwriting the Self Employed Borrower, General Electric course studies.
- Versed in the guidelines and underwriting practices of: Agency Conventional- Fannie Mae and Freddie Mac, Jumbo conduit, Alt-A, Non-Prime, FHA/VA, VHDA- Virginia Housing Development Authority, HELOC home equity and over-equity lending.
- Competitive Selling Skills six week certification, Debra Jones; IMPACT Sales Training seminars.
- Diverse motivational, marketing and management seminars through the Dale Carnegie Institute.

Business Technology

- Microsoft Office Professional Suite advanced training including: Word, Excel, Outlook, Access, Publisher, and PowerPoint.
- Competent in Cloud-based web applications, corporate VPN's, hand-held devices/mobile technology.
- Proficiency in automated underwriting systems: Fannie Mae Desktop Underwriter and Freddie Mac Loan Prospector.
- Secondary market underwriting engines and origination software: NetOxygen, Integra, Delphi, DelMar DataTrac.

Education

- Undergraduate Mathematics studies, Northern Virginia Community College.
- Graduate Electrical & Electronic Technologies, WT Woodson, Fairfax Virginia.
- Nationwide Mortgage Licensing System (NMLS) lender ID: 117390

Additional work experience is available online @ Timothy R Connolly.com