

Benjamin Gerard

Objective	To obtain a challenging position within a Financial Institution that will allow me to use my management, sales & customer service skills to help grow the company.		
Experience	2006–Present	Manhattan Mortgage Co.	New York, NY
	Branch Manager		
	<ul style="list-style-type: none">▪ Manage all branch employees▪ Oversee Origination of all loans▪ Client Sales▪ Manage Branch Compliance of all files▪ Interview and Hire all new employees▪ Branch Trainer▪ Review and enforce company policies and procedures		
	2003–2006	Dow Jones & Co.	New York, NY
Regional Operations Manager			
<ul style="list-style-type: none">▪ Sales Relationship with Major Accounts▪ Client Requests for Training & Functionality▪ Transactional Products Sales▪ Process Flow Improvement▪ Creation of Training Documents▪ Public Speaking and Recruiting			
Experience	2002-2003	Dow Jones & Co.	New York, NY
	Project Management		
	<ul style="list-style-type: none">▪ Gathered information from many Operations Managers regarding their day to day business▪ Configuration of SAP software to meet Department Shipping needs▪ Testing and Security of new SAP software▪ Training of new BEST software to entire Operations Department		
Experience	2001-2002	Dow Jones & Co.	New York, NY
	Technical Support Team Leader		
	<ul style="list-style-type: none">▪ Increased communication within the Technical Support Department regionally▪ Wrote Procedural documents that were posted to TDOC for Global use▪ Help to implement a new Global Gensys Phone system▪ Increased the Technical and Procedural knowledge of all team members		
Education	1999–2000	ITT Technical Institute	Albany, NY
	<ul style="list-style-type: none">▪ Diploma in Technical Support & Networking		
	1994-1997	Newcastle High School	New York, NY

BENJAMIN GERARD

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MANAGEMENT PROFESSIONAL

Mortgage • Banking • Investment Banking • Financial Services

Results-driven professional with a progressive management career in the financial services and mortgage banking industries. Skilled at developing and executing targeted business initiatives that drive customer growth, achieve sales objectives, and enhance bottom-line profits. Highly effective communicator and team leader with proven ability to build long-term relationships with internal and external customers by establishing a high level of confidence and trust. Visionary leader with a keen understanding of business priorities and demonstrated expertise in rapidly advancing business goals to revenue-producing activities.

CORE LEADERSHIP QUALIFICATIONS

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|-----------------------------------|---------------------------------|-----------------------------------|
| • Team Building / Leadership | • Major Account Management | • P&L / Budgeting / Cost Control |
| • Staff Training & Development | • Operations Management | • New Business Development |
| • Business Planning | • Market Penetration Strategies | • Consultative Selling Strategies |
| • Account Development & Retention | • Risk Management | • Project Management |

PROFESSIONAL EXPERIENCE

MANHATTAN MORTGAGE COMPANY, New York, NY 2006 to Present

Residential mortgage lender with 300 employees in 11 branch locations servicing borrowers in New York, Arizona and Florida.

BRANCH MANAGER

Manage daily operations of this growing branch with a primary focus on driving revenue growth, increasing profit, and managing risk. Provide leadership and direction in overseeing the performance of 20 branch employees across diverse functional areas including sales, payroll, accounts receivable / payable, and compliance. Manage branch P&L, with a monthly expense budget of \$15-20,000, and maintain full accountability for the attainment of branch monthly goals.

- Maintain the highest standards for fiscal management practices and business ethics while adhering to all Federal, State, and Local laws and regulations.
- Provide operational support to facilitate the ongoing branch needs for recruitment, growth and loan origination.
- Spearheaded initiative to add new lenders to portfolio and to obtain licenses in Florida and Arizona.

Selected Accomplishments:

Built branch from the ground floor into a thriving operation that currently produces \$2-3 million in monthly gross sales. Recruited, hired and trained entire staff.

Achieved recognition as *Branch of the Month* on three separate occasions.

Invited to sit on the company's Board of Directors.

DOW JONES & COMPANY, NEW YORK, NY 2001 to 2006

A leading provider of financial information, data services and news for financial companies and organizations, with more than 500,000 users in North America and an additional 260,000 worldwide.

REGIONAL OPERATIONS MANAGER (2004-2006)

Promoted to this key management role at the company's corporate headquarters in NYC. Charged with expanding and developing resources for optimizing the full potential of account relationships. Provided constructive input in the areas of sales, contracts, systems management, client training, sales projects and client system upgrades. Personally managed account relationships with Morgan Stanley and Charles Schwab.

- Selected by the Board of Directors to develop business plans for several different departments and to present them to the Board of Trustees. Followed up with department managers to ensure that plans were properly implemented.
- Created a ticketing system that significantly enhanced the ease and accuracy of tracking client requests.

Selected Accomplishments:

Played key role on sales team that negotiated the largest sale in the company's history, covering 10,000 terminals and producing \$8,500,000 in monthly income.

Achieved 100% account penetration with several large NCY-based companies by improving client relations.

Recognized as both Employee of the Month and Salesman of the Month.
DOW JONES & COMPANY (Continued)

PROJECT MANAGER (2002-2004)

Planned, scheduled and managed all activities related to successful implementation of two major projects, a Global Phone System and a Global Shipping System (SAP). Identified, interviewed and evaluated vendors for each project and facilitated the bidding process. Worked closely with the winning vendors in overseeing the timely installation of software and hardware to ensure successful completion of projects within timelines and budget constraints.

- Established 8 new call centers in Los Angeles, London, France, Mexico City, Australia, Bangkok, Tokyo, and Singapore. Trained employees on use of the new global phone system and on how to effectively communicate with local clients.
- Facilitated the seamless cutover of the new phone system, which included the creation of training documents.
- Collaborated with SAP technical professionals on the implementation of the global shipping system and traveled to office locations throughout the world to train employees on proper use of the system.

Selected Accomplishment:

Created shipping efficiencies that slashed global shipping costs by 35% and reduced manpower requirements in every warehouse by 20%, resulting in the greatest cost savings in the company's history.

TECHNICAL SUPPORT TEAM LEADER (2001-2002)

Led and directed a technical support team to ensure the application of best practice in providing effective and efficient system maintenance services. Provided hands-on training to steadily increase the technical and procedural knowledge of all team members.

- Improved the level and quality of communication within the Technical Support Department on a regional basis.
- Wrote procedural documents that were posted on the Technical Department's intranet site for global use.
- Trained new employees and liaised with other departments to improve process flow.

EDUCATION / PROFESSIONAL

Diploma in Computer Science – ITT TECHNICAL INSTITUTE**Professional Development:**

Train The Trainer – The Training Clinic

Professional Affiliations:

National Society of Accountants

American Institute of Professional Bookkeepers

Licensed Mortgage Banker – NY, AZ, FL

Professional Memberships:

New York City Chamber of Commerce – Education Committee, New Member Committee

New York City Economic Development Committee Member

New York City Board of Realtors – Associate Member

March of Dimes – Walk Committee, Team Captain