

BILLIE BEACH

Long Beach, CA, (562) 123-4567, Billie.Beach@csulb.student.edu

EDUCATION

California State University, Long Beach
Master of Business Administration

Long Beach, CA
Expected Graduation: May 2022

Loyola Marymount University
Bachelor of Arts in Business Administration with emphasis in Finance

Los Angeles, CA
May 2010

PROFESSIONAL EXPERIENCE

TD Auto Finance

Los Angeles, CA

Dealer Relations Manager

March 2018-Present

- Conduct meetings with prospective and existing dealer customers to acquire indirect retail auto loan business, TD Bank Dealer Commercial Services products and Auto Remarketing Services.
- Meet with customers on a regular basis to ensure that service levels are maintained; effective meetings are planned and assess overall business situation.
- Create and deliver sales presentations, including presentations to larger audiences and organizations, which summarize prospect's consumer lending situation and how TDAF consumer lending products and services will meet their needs.

Wells Fargo Dealer Services (WFDS)

South Bay, CA

Business Development Representative

December 2016-February 2018

- Collaborated with multiple departments including credit, collections and vendors with the goal of developing and fostering relationships with dealerships.
- Consulted with dealerships and promoted mutually beneficial relationships while keeping all of our customers up to date with Wells Fargo products and programs.
- Established and improved dealer relationships while monitoring under performing dealers for termination.

American Honda Finance Corporation (AHFC)

Cypress, CA

Senior Credit Analyst

June 2013- December 2016

- Reviewed credit applications, following purchase policy guidelines and established and cultivated positive relationships with key dealership personnel and customers.
- Analyzed business applications and financial statements in order to make recommendations on eligibility of businesses for fleet lines of credit or make changes to credit lines as needed.
- Delivered credit decisions to dealerships while managing each credit portfolio to ensure company goals and dealership objectives are all being met.

Customer Service Phone Team Lead

May 2012-June 2013

- Managed customer service phone team of 15-20 members and worked with management to identify strengths and areas of opportunity to help improve service to our customers.
- Provided feedback on performance of team members to management for evaluations and rewards.

Customer Service Support Lead

June 2011-May 2012

- Trained new representatives, tasked and scheduled responsibilities for team of 8-10, ensured all tasks assigned to team members were completed, and resolved escalated situations.
- Created and implemented work procedures that enhanced the organization and effectiveness of department.

Collection Account Manager

August 2010-June 2011

- Consulted with customers via phone or other methods to collect severely past due accounts, resolved customer needs, and ensured ongoing customer satisfaction while in accordance with policies and procedures.

SKILLS

Technical: Sales Force, Microsoft Office 360 (Word, Excel, PowerPoint, OneNote, and Teams), WebEx, Zoom, Various CRM tools (including MSDOS based systems), Adobe Acrobat, Python

Business: Relationship Management, Business Development/Sales, Data Analysis, Customer Service, Credit Risk Analysis, Accounting, Conflict Resolution and Negotiation