



# SAM TANNER

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## PROFESSIONAL SUMMARY

Dedicated professional with demonstrated strengths in sales, customer service, and consumer financial lending. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Experience working for large publicly traded companies as well as smaller regional companies and even non-profits.

## SKILLS

- NMLS License holder
- Negotiation and Conflict Resolution
- HR Block tax preparation certified
- Rockhurst continuing education certificate – Handling Difficult and Demanding Customers
- Financial Analysis
- Time management
- Employee Training

## EXPERIENCE

Senior Mortgage Consultant January 2023 - January 2025  
US Bank | Scottsdale, AZ

- Developed sales presentations to capture new accounts
- Managed schedule and priorities to achieve key targets and meet deadlines
- Trained newer Mortgage Consultants.
- Promoted to Home Loan Advisory Board.

Mortgage Consultant July 2013 - January 2023  
US Bank | Scottsdale, AZ

- Achieved top 15% in sales volume monthly by recommending solutions to clients based on needs to sell products.
- Sustained high customer satisfaction scores of 85% and higher consistently using problem resolution and feedback loops.
- Updated team regarding prospect and sales activities.

Senior Credit Manager October 2011 - July 2013  
Exeter Financial Corp | Portland, OR

- Managed and marketed accounts in my territory to exceed pricing and volume objectives.
- Trained 30% of new analysts and funders on Exeter Finance Corp's policies and procedures.
- Funded loans by verifying employment, residence, and income.

Senior Credit Analyst March 2009 - September 2011

GM Financial Services | Lynnwood, WA

- Analyzed credit data and financial statements to determine degree of risk involved in lending money.
- Collaborated with management and with sales representatives to develop more business.
- Developed successful business relationships by responding effectively to issues and delivering exceptional service and support to clientele.

Credit Analyst

September 2006 - March 2009

GM Financial Services | Lynnwood, WA

- Approved or denied loans based on financial status and credit histories.
- Performed sales calls to sales and finance managers to boost business growth.
- Negotiated pricing and fees on loan applications with sales and finance managers.

Management Trainee

April 2005 - August 2006

Reliable Credit Association | Portland, OR

- Processed credit applications and performed risk analysis on applicants seeking personal loans
- Implemented an organizational process to help department's loan approval efficiency
- Recommended and sold GAP, Credit Life, and ADD products
- Handled outbound collection telephone calls with consistent service quality and excellent success rate.

## EDUCATION

Bachelor of Science (B.S.) - Business Administration

University of Oregon, Charles H. Lundquist School of Business, Eugene, OR

Minor - Philosophy

University of Oregon, Eugene, OR

## VOLUNTEER

Board Member

July 2011 - July 2013

Young Professionals of Seattle | Seattle, WA

- Developed, planned, and promoted two annual 30-50 person events.
- Met event objectives by locating and securing featured speakers, facility space, and third party vendors.

Create-A-Commuter Senior Intern

October 2004 - March 2005

Portland Community Cycling Center | Portland, OR

- Worked with Social Case Workers by bringing awareness to the needs for alternative transportation to the impoverished.
- Decreased client's wait time by 56%
- Coordinated appointments, answered phones, and answered client's questions.
- Analyzed department and gave bi-weekly written reports.