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## **PROFILE**

Energetic self-starter with over ten years of successful experience in customer service with recognized strengths in account management, problem solving, sales support and strategic marketing initiatives. Adept at cultivating solid relationships with clients, vendors, colleagues, and other key decision makers. Excellent communication, interpersonal, and leadership skills.

## **PROFESSIONAL EXPERIENCE**

**JENNY'S HOME DAYCARE - Midlothian, Virginia** **December 2009 - Present**  
**Owner/Operator**

Offer an integrated daycare program for infants to school-aged children.

- Interact and care effectively for the needs of children
- Develop play-based curriculum
- Lead craft sessions with children
- Coordinate sports and activities
- Foster relationships with children and parents from different cultural and socioeconomic backgrounds
- Manage budget
- Maintain database and files
- Provide year end statements for tax reporting

**SUNTRUST MORTGAGE - Richmond, Virginia** **May 2009 - November 2009**  
**Mortgage Negotiator**

Responsible for effectively analyzing and communicating with customers who have defaulted on their loans.

- Evaluated customers financial ability, reasons for default and ability to make payments
- Recommended and initiated loss mitigation options on a case by case basis
- Coordinated and facilitated loss mitigation efforts with associated departments
- Communicated with attorneys on loss mitigation efforts and arrangements
- Initiated and monitored research on loans as required
- Negotiated and formalized repayment arrangements with customers
- Provided alternative solutions to mitigate risk if home retention was not an option

**GENWORTH FINANCIAL - Richmond, Virginia** **August 1999 - January 2009**  
**Internal Account Manager (2006 - 2009)**

Managed business-to-business relationships with financial distribution partners to effectively drive revenue and increase advisor penetration.

- Increased firm sales by 77% in first 90 days of implementing targeted marketing campaign
- Executed strategic and tactical projects to increase firm awareness
- Responsible for the coordination and execution of firm participation at National Sales Conference to include room reservations, scheduling of flights, reserving banquet facilities, menu planning, material preparation, AV equipment, providing promotional items
- Communicated distribution sales monthly to Senior Management
- Coordinated the resolution of business critical issues for distributors
- Educated consumers on products, services and ease of conducting business
- Evaluated production and activity reports to assess cost benefit analysis
- Reviewed and negotiated new and renewal sales contracts annually
- Provided monthly maintenance calls with business partners to strengthen relationship
- Administered and allocated assigned budget

#### **Business Development Coach (2004 - 2006)**

Coached financial planners through the sales process of providing retirement income solutions to clients by developing and implementing business plans.

- Expanded territory sales by 45% through successful partnership with Regional Sales Manager
- Effectively utilized Web-based tools to educate financial planners and their clients on specialty products
- Partnered with sales associates to generate business leads weekly

#### **Long Term Care Internal Wholesaler (2001 - 2004)**

Facilitated the sale of GE Long Term Care products through outbound sales calls to multiple financial distribution channels.

- Doubled territory sales year-over-year by effectively partnering with Regional Sales Representative
- Created and developed marketing system to maintain sales and product information essential to day-to-day operations

#### **Support Team Leader (2000 - 2001)**

Led and managed the day-to-day operations of 20+ associates in the variable annuity call center.

- Instituted operational incentive program to increase staff morale and performance
- Established and communicated expected standards
- Provided coaching and feedback to ensure high-levels of customer service
- Utilized call forecasting to establish weekly staffing requirements
- Effectively resolved escalated consumer issues

#### **Variable Annuity Representative (1999 - 2000)**

Responded accurately and clearly to consumer and financial planners inquiries related to in-force contracts.

- Acted as subject matter expert to peers and new associates
- Communicated clearly policy functions and procedures to consumers and financial planners
- Actively resolved escalated policy concerns

**CAPITAL ONE - Glen Allen, Virginia**

**Customer Service Representative**

**August 1998 - August 1999**

Answered inbound calls pertaining to credit card accounts, small business accounts and personal loans.

- Pro-actively evaluated card holder needs and marketed appropriate products
- Encouraged peers in an incentive-based atmosphere
- Maintained flexibility in continually changing environment

**CERTIFICATES**

- Six Sigma Greenbelt Certification

**EDUCATION**

Virginia Commonwealth University - Bachelor of Science, June 1998