

Mike Plank

Professional Profile

Veteran sales and operations manager and team builder recognized for professionalism, a spirit of dedication and a positive attitude instilled in the production staff - achieved awards based on efficiency and profitability - dealt with conflict resolution in a fast paced environment - established and maintained a positive work culture and developed administrative policies for mission oriented programs.

Analytical skills gained through years of mortgage experience and an M.B.A. degree - first-hand knowledge of secondary marketing, credit underwriting, profitability and budgeting, automated processing and underwriting - developed procedures improving work methods, management controls and staff-to-workload ratios - Proficient with MS Excel.

Educator, Coach and Consultant with excellent oral and verbal presentation skills comfortable with individual, group and executive-level sales, training and evaluation presentations - conducted customer service surveys in relation to staff performance measurement by highlighting best practices and lessons learned.

Proven sales record with demonstrated leadership and problem solving with experience as a commissioned sales person and management of commissioned sales and administrative support personnel.

Current Employment

Public High School Business Administrator

I have authority over the administrative duties and am responsible for all financial activities and supply requests for a high school that educates 1,850 students with over 200 support staff and teachers. My duties include budgeting, accounting, supply procurement, renting the building, scheduling activities, managing the performance of custodial and cafeteria employees, building repairs, building climate, locker assignment, and security. I will retire 30 June 2021.

Previous Experience

Vice President

I directed a multiple-state branch office mortgage network. I responded to state and federal compliance audits; kept accurate personnel and production data; planned and conducted training and management meetings; compiled, authored and distributed a weekly newsletter that incorporated best practices, marketing ideas and program/product updates, production and profitability spreadsheets; rendered underwriting and pricing decisions on residential mortgage loan files for closing.

Branch Manager

I managed a branch office and supervised a staff of 25 employees; conducted annual performance reviews; mediated conflicts; prepared budgets and evaluated actual performance to projections; consulted on commissioned employees' pay structure, award and bonus pay and deductions in pay due to mistakes in pricing; acted as an intermediary in cross functioning home office departments (secondary marketing, underwriting, human resources, accounting, post-closing, customer advocate).

Public School Teacher

Education

- **MBA** Executive Management
- **BS** Education

Loyola University (MD)
Slippery Rock University (PA)