**Shibin Justin Fernandez**

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**summary**

Over 9 years of work experience in ‘Presales, Bid Management, and Sales Operations’ of US mortgage ‘SaaS’ Technology products, and 10 years in mortgage originations business process management.

**key highlights**

* Project managed bidding process’s (Proposals, RFP’s and RFI’s) for large SaaS based US mortgage technology product deals worth over 5 million USD as well as small deals worth around $10,000, from origination to closure, including ‘contract/statement of work’ execution (Over 500 opportunities).
* Consistently achieved a win ratio of over 15% by preparation of effective and targeted sales collateral for mortgage technology solutions.
* Experience in salesforce.com, supporting sales team with account management, reporting, and overall configuration with workflow/validation rules. Recently participated in consolidation of three Salesforce organizations (Acquisitions) into one enterprise-wide instance.
* Advanced knowledge of Microsoft Word, Excel, Power Point, Visio; and broad understanding of SaaS technology products and their architecture/infrastructure; all utilized in creating winning sales collateral.
* Proven interpersonal, communication and written skills at all levels/stakeholders, including top level executives, both within organization and externally.
* Recognized by internal sales team and external customers for providing quality information in an expedited manner.
* MBA (Marketing, Average GPA – 3.47); Bachelor of Commerce (Business Administration)

**Work experience**

**Presales, Bid Management, and Sales Operations 2014 – 2023**

* Prepared mortgage technology product proposals and other sales collateral including presentations; project manage the RFP's/RFI's/RFX and other customer due diligence review questionnaire response process.
* Coordinated with product management, engineering, implementation, information technology and information security teams in effort estimation activities and in developing the most efficient business solution to address client requirements.
* Managed Salesforce.com consolidation project (3 instances into one instance) involving an external salesforce consultant. Performed system operational activities such as account/opportunity and data field configuration, data clean-up, reviewing workflow/validation rules. Supported sales team with Account/Opportunity management, Reporting in relation to opportunity stages and revenue forecasts.
* Prepared, reviewed and coordinated finalization of various technology agreements including ‘SaaS agreements’, ‘Professional service statement of work’, ‘License addition, extension and renewal agreements’ etc.
* Addressed customer’s technical as well as non-technical queries in consultation with product managers, implementations and various other internal stakeholders.
* Interacted with CXO’s to develop technology product pricing and also facilitated and implemented strategic business decisions.
* Actively participated in the internal as well as third party security and operational control audits (SOC Audits).
* Actively participated in the preparation and implementation of technology policies and procedures.

**Business Process Management 2004 –2013**

* Handled day-to-day operations of location that performs US residential mortgage origination, processing, underwriting, closing, funding and shipping reviews, and prepared various management information reports.
* Managed team leaders, location staff, provided work direction; resolved staff questions; trained new employees; coordinated workflows; and oversaw hiring of employees.
* Interacted regularly with US business partners to ensure that partner expectations were met while achieving internal business objectives.
* Performed internal quality audit of various operations and support teams as per ISO standards.
* Evaluated and verified mortgage loan applications to determine whether borrowers will be able to repay loan and to ensure compliance with governing investor guidelines, legislation, and regulations.
* Communicated with US residential mortgage clients to obtain information about income; assets and liabilities; loan type; price; condition of property to be mortgaged; and negotiated mortgage loans with lenders or lending institutions on behalf of clients.
* Performed various processing tasks related to residential mortgage origination, processing, underwriting, closing, funding and shipping.

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| **Work Profile** | **Company** | **Designation** | **Dates** |
| **Presales, Bid Management, and Sales Operations** | SitusAMC | **AVP, Sales RRE Technology (Remote - Ottawa, ON Canada)** | 2022 - 2023 |
| Sagent Lending Technologies | **Presales and Bid Manager - (Remote - New Westminster, BC Canada)** | 2020 - 2022 |
| ISG Novasoft Technologies Ltd., Bangalore, India(Subsidiary of ISGN Corporation, US) | **Consultant (Remote) - Presales and Bid Management** | 2019 |
| **Manager - Presales and Bid Management** | 2016- 2018 |
| **Assistant Manager Solutions Architecture** | 2015-16 |
| **Team Lead Solutions Architecture** | 2014 |
| **Business Process Management** | **Team Lead** | 2011-13 |
| **Senior Underwriter** | 2008-11 |
| Option One Mortgage Corporation, Pune, India  | **Senior Underwriter** (US Mortgage Credit Underwriting) | 2007-08 |
| Ocwen Financial Solutions, Bangalore, India | **Underwriter MGIC** (US Mortgage Credit Underwriting) | 2005-07 |
| iGATE Global Solutions, Bangalore, India | **Process Associate** (US Mortgage Credit Underwriting) | 2004-05 |

**Education**

* **Master of Business Administration,** *Vancouver Island University, Nanaimo, BC Canada* **2020 (Full-Time)**

*Relevant Courses: Managing the Networked Enterprise, Digital Marketing, Research Methods, and Consulting Skills*

* **Bachelor of Commerce**, *Calicut University, Calicut, India* **2003**

*Relevant Courses: Business Administration*

**Professional Training and Certifications**

* Various LinkedIn Certifications - https://in.linkedin.com/in/shibinjustinfernandez
* Salesforce.com Tutorials
* Diploma in Computer Applications, Fernz DTP Shoppe and Computer School, Calicut, India
* Certificate in Desktop Publishing, Fernz DTP Shoppe and Computer School, Calicut, India
* Six Sigma Green Belt trained, iGATE Global Solutions, Bangalore, India
* Internal Quality Auditor, as per ISO 9001:2008 Standards – ISGN Certified
* International English Language Testing System (IELTS) – Band 8