

Shelby J. Doughty

August 27, 2009

RE: Available Openings

Dear Hiring Manager:

I am submitting the accompanying resume in hope that there may be an open position with your company. I am interested in this position and believe that my experience and knowledge would make me an ideal addition to your company.

With over twelve years of experience in sales, customer service and managing financial accounts in the banking industry, I bring much more to the table than the average applicant. I have participated in all stages of the banking industry which works closely with personal and commercial customers. During these experiences I have been able to develop my skills in management, organization, customer services, sales and cross selling, as well as explore creative solutions to the various problems encountered during all phases of business. I have also experienced all aspects of the real estate market. From the mortgage side to the sales side, the real estate industry has instilled a great knowledge in me when it comes to organization and sales.

I would welcome the chance for an interview so that we may discuss how I can make a positive impact at your office. Thank you for your time and consideration of my resume. I look forward to speaking with you soon.

Sincerely,

Shelby J. Doughty

Enc: Resume

Shelby J. Doughty

PROFESSIONAL EXPERIENCE

First State Bank of Altus

May 1997 – July 31, 2009

Executive Assistant, Mortgage Loan Processor, Consumer Loan Processor, Teller, Bookkeeper

- Experienced working closely with the FDIC during procedures for switching financial institutions over the weekend.
- Hired as a part-time bookkeeper and promoted multiple times to achieve the position of executive assistant to the Vice-Chairman and the President/CEO.
- Handle multiple phone lines in a busy office environment.
- Create and maintain a sufficient filing system for checks and other paper documents.
- Execute responsibilities required for maintaining the highest levels of customer service.
- Assist customers with maintaining their personal financial records.
- Handle high volume cash flow in and out of the bank while keeping accurate records of such transactions.
- Create and maintain schedules for officers of the bank.
- Manage set up for conferences and banquets conducted at the bank by outside customers.
- Assist with coordination of special events such as Relay for Life and the March of Dimes.
- Establish and maintained relationships with current and future customers.
- Coordinate conference calls and organized meetings between the bank executives and other executives from organizations throughout the community.
- Schedule and organize the closings of home loans between customer and realtors.
- Perform all duties necessary to complete a mortgage loan.
- Collect outstanding paperwork as required for underwriters to fully approve loan applications.
- Interact with customers in order to exceed their standards of satisfaction.
- Sell various products and services to improve.
- Promote specials that would help sell new and old products and services.
- Perform all tasks associated with opening new accounts.
- Deal with CD maturity dates and reestablish the customer with a new rate.
- Recalculate interest rates with default rates back from the date of default.
- Assemble complicated payoffs for the higher end loans.
- Perform wage garnishments.
- Interact with internal and external auditors as well as federal, state, and FDIC examiners and regulators on a frequent basis to communicate compliance with laws and regulations.
- Assist in the research and development of the first rated senior life settlement bond financing which is expected to close in the early summer 2009 in the amount of \$400 Million. The proceeds of this proposed issuance will provide funds for various economic development projects.
- As Captain of the bank's Relay for Life team, increased funds raised by 593% over previous years.
- Assisted in the organization and promotion of a community-wide campaign, MAPS for Altus, which passed fall 2008 and will provide approximately \$30 Million in funds to the City of Altus, the Altus Public Schools and to promote economic development.

Altus Ventures, LLC

January 2008 – November 2008

Executive Assistant

- Maintained organization in a business investment firm which manages multiple businesses.
- Assisted in complicated business applications.
- Assembled documents that maintained order of all files kept in the office.
- Prepared spreadsheets for expenses that are acquired by several different companies.
- Assisted in different banking aspects.
- Researched and explored different investment opportunities.

- Prepared analysis of investment opportunities and present to the owners of Altus Ventures, LLC.
- Maintained complete confidentiality of everything that goes on within the company and its partners.
- Attended board meetings and represented as the secretary for the purpose of taking minutes.

Steamboat Village Brokers

May 2007- December 2007

Front Desk Assistant, Realtor Assistant

- Performed daily tasks as required by 40 realtors.
- Maintained inventory in a busy real estate office.
- Updated the company's website.
- Created and published advertisements in the local newspaper regarding current listings.
- Created and displayed flyers for advertisements on listings using Power Point and Photo Shop.
- Coordinated the showings of listings between realtors and owners.
- Arranged for showings of other properties for our realtors.
- Operated a multi-line phone system for a busy real estate office.
- Organized and maintained a visibly pleasing front office through displays and sales ads.

EDUCATION

UNIVERSITY OF OKLAHOMA

Norman, OK

January 2000 – May 2001

- Fulfilled coursework toward completing a Bachelor's degree in International Business.

WESTERN OKLAHOMA STATE COLLEGE

Altus, OK

August 1999 – December 1999

- Fulfilled coursework toward completing an Associates Degree in Business Management.

ALTUS HIGH SCHOOL

Altus, OK

August 1997 – December 1999

- Received High School Diploma.
- Completed 9 credit hours of college while attending first semester of Senior year.
- Graduated one semester early to attend college.
- GPA: 3.75

SKILLS

- Accelerated written and verbal communication
- Exceptional interpersonal skills
- Outstanding organizational skills
- Extensive computer knowledge (software and hardware)
- Microsoft Office (Excel, Access, PowerPoint, Word, Outlook, Publisher)
- Photo Shop
- Type 78 WPM
- Proficient with 10 key

LICENSES

- Colorado Real Estate Broker License
#FA100020643 Expires 11/05/2010

References

- *Renee' Banks*
Senior Vice President
First State Bank of Altus
Office: (580) 482-6100
- *Michael Tucker*
Financial Advisor
Investment Centers of America
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- *Joe Leverett, M.D.*
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