

CHAD L. LOGAN

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(615) 266-2266 or (615) 828-8411

Diligent, ethical, and dynamic team player that is motivated to contribute outstanding customer service, business development, supervisory, team building, and organizational skills towards supporting the objectives of an organization that rewards reliability, dedication, and solid work ethics with opportunities for professional growth.

EXPERIENCE

February 2009 - current **Holt CAT** San Antonio, TX

HOLT CAT is the authorized Caterpillar heavy equipment and engine dealer for 118 counties in South, Central, North and East Texas. They are the largest U.S. Caterpillar dealer with around \$1.0 billion in revenue.

Financial Marketing Manager

- Increased finance volume 20% and units finance 12% from 2009 by using Financial Marketing concepts.
- Managed and developed 5 direct reports in 3 different store location across TX.
- Successfully achieved all the Financial Marketing Department's operational goals which included financed volume, \$PODD (% of dealer delivers compared to total financed amount- 45.6%), and insurance premium placement (> \$500,000).
- Managed bank/finance relationships and placed \$117M finance volume in 2010.
- Promoted from Financial Marketing Development Manager to Financial Marketing Manager 01/2010.

1999–2009 **CAT Financial Service Center** Nashville, TN

CAT Financial Service Center is the wholly owned financial arm of Caterpillar, Inc and provides a wide range of finance alternatives for the complete Caterpillar product line. CAT Financial reported revenues of \$2.552 billion in 2010.

Positions (Listed in recent order):

Sr. Territory Manager (TX) and Territory Manager (AR/MS)

- Managed territory, developed customer relationships, provided consultation services to dealer and end-user customers, and used sale techniques to assist in closing of large finance transactions.
- Worked as a business partner with CAT dealers in AR, MS, and TX to be the number one finance sources by developing a business plan that matched their needs along with the needs of CAT Financial.
- Responsible for finance volume of \$100M plus per year with assigned dealers.
- Monitored and managed territory changes (i.e. Hurricane Katrina) to provide dealer support in critical times.
- Managed finance marketing campaigns and subsidy funds to create below market interest rates opportunities.

Collateral Services Manager

- Managed and developed a team (5-12 reps) that was responsible for securing the financial interest by filing of UCC-1, UCC-3, and overseeing DMV title paperwork.
- Lead team member on a project, which developed technology that allowed an automated UCC-1 filing process.
- Increased UCC-1 filing accuracy to over 95% in less than 18 months.

Pricing Analyst and Sales Support Representative

- Became certified as a 6 Sigma Green Belt in 2004 for DEMDI and DMAIC projects.
- Analyzed pricing structure (ROE, spreads, and yields) and made recommendations to upper management for rate adjustments.
- Assisted in development and/or modifications to pricing software used by CAT Financial.

Collections Representative

- Collected delinquent accounts through telephone contact and field visits.
- Reported past due results and made appropriate recommendations to the Potential Credit Loss Report.
- Authorized and conducted equipment repossessions, which includes authorizing legal correspondents.

1996-1999 **Primus Auto Finc. Svcs/Ford Motor Credit** Franklin, TN
Primus Auto Financial Services is a division of Ford Motor Credit and specializes in the financing of non-Ford by providing private-label financing.

Collections Agent and Customer Service Rep.

- Worked in a call center environment to collect delinquent accounts.
- Specialized in car lease collections and worked closely with the lease return department to minimize risk of non-compliant fees.
- Provided superior customer service for several private label finance companies including Mazda, Jaguar, and Subaru.

EDUCATION

1996 **Austin Peay State University** Clarksville, TN
■ Bachelor of Science in Agricultural with an emphasis in Business
■ Licensed Property and Casualty Insurance Agent (TX)