



## PROFESSIONAL SUMMARY

**Strong HR, Finance/Debt Management**, Legal support, Sales & Marketing experience as well as diverse experience in Leadership. Over 15 years of experience in Recruitment/Staffing, Office management and conveying financial audits. My professional work experience also includes excellent interpersonal skills in relations with corporate executives and company employees. Strong organizational agility and ability to interact across all levels of the organization; expertise in complex, multinational environment and collaborating across groups in various settings.

## TECHNICAL SKILLS

PC Literate including LEXIS/Nexis, Bankruptcy Pro Doc, Pro Doc, Clio, Westlaw, Lois-law, Time Matters, Live Note, Learning Management Systems, Microsoft Word, Excel, PowerPoint, MS Outlook, OneNote, Quicken, PeopleSoft, Knowledge and working experience with an ATS HRIS/As400, eRecruit, Taleo, Brass Ring, etc.) Calyx Point, SARMA, Adobe, PDF's,

Current social media recruiting practices and Internet use.

## WORK EXPERIENCE

**Risk Analyst Loan Specialist** **Prosper.com/Peer to Peer Lending** Dallas TX Dec.2014 to Aug. 2015

- Analyzed financial, operating, and industry information to identify, access, and mitigate risk in loan relationships
- Structured monthly credit bureau reporting process to ensure accurate and timely reporting. Investigated, evaluated and analyzed financial statements related to debtor income, assets and employment history to determine ability to pay
- Work directly with reporting agencies and other partners to resolve reporting issues
- Interacted with legal counsel and financial advisors working through problem loans, bankruptcies, and amendments
- Support other Risk processes such as SCRA verification, ensuring accurate reporting and tracking of Bankruptcies,

**Operations Supervisor** **Extend Health - Richardson, TX** Oct.2013 to June 2014

- Supervised, monitored, track and direct day to day operations, budget and compliance to staff and new supervisors
- Accompanied Business Manager to recruit, develop and manage a high caliber workforce with minimal turnover
- Provided expertise and general enrollment support to teams in reviewing, researching, negotiating, processing insurance applications and claims
- Directed daily audits on completed and in progress applications, enrollments and call reviews
- Verified/Authorized appropriate payment(s) or refer enrollments/claims to investigators for further review
- Responded to enrollments/ claims appeals, new sales contracts and audits
- Consistently met established productivity, schedule adherence (workforce), and quality standards
- Scheduled coverage for high call volume and ensure coverage for weekends for all time zones
- Served as first point of escalation for ADP's on procedural and technical issues; coach staff regarding how to effectively resolve the issue(s)
- Investigated trends, surface issues, security breaches, identify root problem and collaboratively work with specific teams to resolve issues
- Delivered formal and informal performance feedback to trainers, remote departments and enrollment teams; conduct semi-annual performance reviews
- Coached associates based on quality results; develop improvement plans when needed

**Assistant Bank Manager** **First Convenience Bank - D/FW District Area** April 2010 to Nov. 2012

- Managed all retail banking day to day operations needed to meet sales goals and recruitment needs
- Extend, negotiate and close job offers to internal and external candidates
- Promoted the sales culture and ensured staff received proper training to achieve goals and keep in compliance with banking and government regulations as well as money instrument negotiations
- Ambassador-Mobilized clients and teams around culture of learning financial literacy, future technology /brand products. Working with customers and translated that experience into strategic insights that influence development and delivered technology training programs.
- Acted as bank liaison within the community to promote the services and products of all Lines of Business at the bank

- Facilitated audits, sales meetings, coaching sessions and performance evaluations for staff
- Balanced and troubleshoot vaults, ATMs, teller drawers and coin machines
- Order and verify currency, money instruments, cash shipments and deposits
- Maintained thorough knowledge of trust, mortgage and other financial products while using my ability to recognize client needs
- Initiate or verify funds transfers, including domestic and international wires and electronic payments
- Evaluate loan applications and oversee cash flow of money instruments

**District Training Manager CNG Financial - Dallas, TX** Dec.2003 to Oct. 2007

- District trainer and recruiter for a banking/finance company. Supervised employee staff of 50+
- Performed audits of multi-location financial records, as well as troubleshoot and maintain store systems
- Assisted new store locations, existing store managers and low performance stores with store sales, collections, debt, credit application review, operational and staffing needs, business and advertising opportunities
- Responsible for setting measurable goals and expectations and monitoring performance while providing training, coaching, and constructive (results driven) performance feedback
- Led D/FW districts with highest new customer accounts, customer satisfaction while maintaining low debt ratio. District portfolio \$170m. Directly responsible for all branch transactions, deposits, Ach's, cash handling, renewing and approval of high risk loans

**Quality Control Manager Alternative Solutions Mortgage Richardson, TX** Sept.2002 to Nov. 2003

- Ensured company was compliant with various state and federal requirements and ongoing reporting obligations
- Auditor of Prime, Sub-Prime Conventional, FHA and VA loans contracts and Re-Fi's. Ensured that all quality control, risk management and ethics guidelines were met
- Established trained sales and marketing teams, provide leads, vendor relations which projected increased sales and profitability
- Credit, SARMA and background checks
- Track and verify all bankruptcies, liens and releases, short sales/contracts, verify all bank accounts, and verify all funding

**Financial Analyst Southwestern Bell Internet Communication - Plano, TX** February 2003 to December 2003

- Generated 1.9 million dollars in re-billed account recoveries
- Managed teams of 80 customer relations and accounts payables that achieved highest account retentions
- Contracts, collections and negotiations of customer accounts
- Delivered research and reconciliation on various accounts and mediate escalated customer disputes
- Performed public records research and other investigative techniques to discover assets for potential recovery on defaulted accounts

**Account Service Manager CBS/ Westinghouse Communications - Dallas, TX** Jan. 1996 to Dec.2002

- Managed telecom customer service southwest region with a database of 500 thousand customers generating over 30 million in revenue
- Negotiated contracts for government and businesses for telecom services, RFP's, purchase of inventory such as T3, wireless service, phones, and long distance calling
- Directed sales groups and cross-functional engineering teams both internally and externally to achieve project goals (Proposal, contract, implementation of project, etc.)
- Steered external customer contract negotiations and preparations

**Education** El Centro College 2008, **Paralegal**

**Professional Training:** Executrain of Dallas, Dale Carnegie, Dallas, TX      Professional: Notary, State of Texas

**Professional Community Service:** Campaign Recruiter/Finance- Hon.Carrie Gordon, Balch Springs (2009-2015)  
SM Wright Foundation-2007-Present / Volunteer Paralegal, Legal Aid Northwest Texas