

Professional Summary

I have an oversight responsibilities for Product Owners and Project Analysts and Testers. I’m a successful team player being that I am a thoughtful leader, confident decision-maker, helping team members develop and be productive, while focusing on delivering value. I have a strong Ability to prioritize technology requirements and collaborate with developers.

Skills

- Wire Transfer/Automated Clearing House (ACH)
- Risk Management,
- Compliance,
- Fraud Detection and Prevention
- Client Relationship Management
- Internal Controls,
- Tech Savvy
- Auditing
- , Credit Management
- Legal or regulatory
- Problem Solving –
- Payment Operations
- Products and Services
- Decision Making and Critical Thinking
- Customer Focused
- Accuracy and Attention to Detail
- Effective Communications
- Managing Multiple Priorities
- Treasury Services
- Standard Operating Procedures

Work History

Senior Risk Management-Payment Operations , 01/2020 to 09/2022

Santander Consumer USA – City, STATE

- Monitors activities to minimize the company’s exposure to risk. Activities may include quantitative analysis, risk identification, and remediation.
- .effectively collaborate with various stakeholders while influencing strategic goals.
- Represents and supports the reputation of the company to minimize compliance and regulatory risk by resolving issues and ensuring adherence to company and legal standards.
- Ensuring that all the company’s activities adhere to the necessary rules and regulations and that the company complies with legal/regulatory statutes and jurisdictions.
- Ensures transparency of business results, finance, and processes.
- Organizes a reporting system and tracks goals accomplishment, collects and processes data, and provides managers with all necessary company management data and information.
- Reviews and investigates customer cases, reports and work for potential and actual loss. Minimizes fraud, Anti-Money Laundering and/or organizational risk. Performs early detection of suspicious activity. Controls and prevents losses. May lead the work of and/or train detection and investigation staff.
- Researches and analyzes bank activities and reports to detect and prevent possible fraudulent and suspicious activities. Recommends disposition. Identifies gaps and control enhancements.
- Participates in the marketplace to influence product and customer experience trends and leads teams to execute on new products or enhancements to existing products or experiences and recognizes, anticipates and resolves complex operational and process problems that arise. Presents ideas to governing committees for approval. Maintains network of counterparts and third parties within the industry.
- Responsible for recruitment, training, development of team members.

Investment Service Partner – Customer Service Rep , 11/2020 to 08/2022

USAA – City, STATE

- Performs specialized customer service activities and initiatives.
- Supports a complex dedicated suite of products/services, services a sophisticated client base, and/or leverages an advanced process or tool to support internal and external customers.
- Focus on problem resolution that occurs across multiple channels for our customers. Delivers CARES model to customers and service partners.
- Receives, investigates and responds to customer inquiries regarding products, services and issues via all channels through which customers are served.
- Resolves customer service inquiries and issues. Recommends appropriate solutions. Resolves the most complex or reoccurring issues. May interact with higher levels within the customer organization.
- Maintains high levels of customer satisfaction consistent with core values. Demonstrates commitment to quality.
- Documents customer interactions and completes service requests to minimize customer effort or additional action.

Treasury/Funds Transfer Analyst, 05/2018 to 11/2020

Huntington National Bank – City, STATE

- Executes funds transfers of multiple types and varying complexity using multiple processing platforms under general supervision.
- Initiates a subset of manual transactions, resolves routine exceptions, and/or provides secondary approval of initiated/repaid transactions
- Performs high-level financial reconciliation of processed transactions. Performs initial investigation of reconciliation exceptions.
- Monitors live transactions within multiple processing applications, follows standard policies and procedures to address exceptions. Escalates appropriately when faced with an unresolved exception or impactful issue.
- Ensures compliance with the control framework. Identifies and reports potential conflicts with relevant regulations to the appropriate parties.
- Participation in basic change management activities upon request (e.g. executing basic operational regression user testing scripts).

Education

Bachelor Of Applied Science: Criminal Justice, 04/2022

Strayer University - Washington, DC

GPA 4.0